Employment and Social Development Canada

2018–19 Departmental Plan

Fiscal Year: April 1 – March 31

The Honourable Jean-Yves Duclos, P.C., M.P.
Minister of Families, Children and Social Development

The Honourable Patty Hajdu, P.C., M.P.
Minister of Employment, Workforce Development and Labour

The Honourable Kirsty Duncan, P.C., M.P.
Minister of Science and Minister of Sport and Persons with Disabilities

Employment and Social Development Canada 2018–19 Departmental Plan

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PDF

Cat. No.: Em1-10E-PDF
ISSN: 2371-7645

ESDC

Cat. No.: SP-1135-04-18

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Ministers' Message

We are pleased to present Employment and Social Development Canada's 2018–19 Departmental Plan. This year's plan describes how the Department will deliver against the Government's priorities, including those announced in Budget 2018, as well as how we will help ensure every Canadian has an equal and fair chance at success.

In the last year, the Department has laid a strong foundation to support the middle class and those working hard to join it. The Government announced that it will index the Canada Child Benefit to inflation starting in 2018–19; provided more flexible maternity, parental and caregiving benefits through Employment Insurance (EI); improved access to more affordable child care; and continued to provide important support for seniors.

As we move into a new year, we will pursue the Government's plan to strengthen the middle class and grow the economy. To improve gender equality in the workforce, we are proposing a new EI Parental Sharing Benefit. The Benefit will provide additional weeks of EI parental benefits when both parents agree to share parental leave. This measure will promote greater equality when it comes to child care and the distribution of unpaid work within the family, while allowing for earlier return to work. We will also work to make EI more responsive to the labour market by implementing a permanent successor strategy to the current EI Working While on Claim pilot that expires in August 2018, and extending the Working While on Claim provisions to EI maternity and sickness benefits so Canadians can keep more of their benefits when they need them the most.

To improve labour market outcomes for youth, we will engage with partners and stakeholders on the renewal of the Youth Employment Strategy. Budget 2018 proposed additional funding for the Youth Employment Strategy, including resources to support the continued doubling of the number of job placements funded under the Canada Summer Jobs program. In addition, the new Canada Service Corps will help young Canadians make an impact in their communities while gaining valuable work and life experience.

We are also proposing to implement various initiatives to increase the workforce participation of Canadians, especially of women and under-represented groups, and ensure that they have the skills for tomorrow's economy. To achieve this, we are taking measures to increase women's representation in the trades, including funding for an Apprenticeship Incentive Grant for Women to encourage careers in the trades with low female representation, and a new Pre-Apprenticeship program that will also benefit Indigenous people, newcomers and persons with disabilities. Budget 2018 also provides support for the Women in Construction Fund to attract women to trades and help them succeed.

To address the needs of Canadians with disabilities, we will introduce new federal accessibility legislation to improve accessibility through proactive barrier removal and increase inclusion and participation. We will also work to strengthen the human rights framework for persons with disabilities by working with provincial and territorial governments towards accession to the Optional Protocol to the United Nations Convention on the Rights of Persons with Disabilities.

The Department will continue building a more resilient and adaptable workforce by implementing new Labour Market Transfer Agreements with provinces and territories. To better support adult learners in pursuing education and upgrading their skills, the Skills Boost Initiative will expand eligibility for Canada Student Grants and Loans; introduce a three-year pilot project to provide increased grant funding to adult learners; and include measures to make better use of and expand existing flexibilities under the EI program to help unemployed adults keep their benefits while pursuing self-funded training. To help close the employment and earning gaps that Indigenous people face, Budget 2018 proposed additional investments to support the creation of the new Indigenous Skills and Employment Training Program to be co-developed with Indigenous partners, to replace the Aboriginal Skills and Employment Training Strategy. Over the coming year, we will be working with Indigenous partners to implement the new Program to increase access to skills development and employment supports.

In June 2016, the Government reached a historic agreement with provinces to enhance the Canada Pension Plan (CPP). The CPP Enhancement will begin to be phased in as of January 2019, providing more money for Canadians when they retire. More recently, in December 2017, federal and provincial governments reached agreement to further increase CPP benefits, also beginning in January 2019. These most recent improvements will help parents who take time off work to care for young children, persons with severe and prolonged disabilities, and survivors, especially individuals under the age of 45 who lose their spouse.

The Government is providing leadership to address the gender wage gap through increased transparency under the Employment Equity Act, and with pay equity legislation, to ensure that women working in federally regulated sectors receive equal pay for work of equal value. The Labour Program will continue to implement recent changes to the Canada Labour Code providing employees in the federally regulated private sector the right to request flexible work arrangements, new leaves for families and for participation in Indigenous activities, as well as limiting unpaid internships, and a new Administrative Monetary Penalty system. Through Budget 2018, the Government will create a single, integrated framework that will protect federally regulated employees from harassment and violence in the workplace. As well, the Government is proposing enhancements to wage protection for those employees who need money as a result of the employer declaring bankruptcy.

Canadians expect government services to be high quality, accessible, secure and digitally enabled. In line with our transformation agenda, Employment and Social Development Canada undertook a review of the Social Security Tribunal to collect valuable insights to support a recourse system that will be more efficient, fair and transparent and is exploring modern approaches to service delivery, beginning with EI. Through the modernization of benefit delivery, the Government will improve Canadians' access to services and benefits, including speeding up application processes, and will be taking additional measures to speed up claims, service delivery and access to call centres. In particular, we will help Indigenous people access the full range of federal benefits, including the Canada Child Benefit, the Canada Pension Plan and Old Age Security, by expanding outreach efforts to Indigenous communities and by conducting pilot outreach activities for urban Indigenous communities.

We look forward to continuing to make a real difference in the lives of Canadians, promoting diversity, inclusion and equity across all programs and services, and we appreciate the opportunity to share our results and achievements in this open and transparent manner.

The Honourable Jean-Yves Duclos, P.C., M.P.
Minister of Families, Children and Social Development

The Honourable Patty Hajdu, P.C., M.P.
Minister of Employment, Workforce Development and Labour

The Honourable Kirsty Duncan, P.C., M.P.
Minister of Science and Minister of Sport and Persons with Disabilities

Plans at a glance

Employment and Social Development Canada (ESDC), which includes the Labour Program and Service Canada, designs and delivers some of the Government's most well-known programs and services, such as Employment Insurance, Old Age Security and the Canada Pension Plan, making it the face of Government for many Canadians. To fulfill this important responsibility, the Department plans to further increase, enhance and strengthen the many programs and services within its purview. In 2018–19, the Department will deliver on numerous initiatives to help grow the middle class and ensure that families, workers and diverse groups can participate in society, benefit from improved access to a range of services and programs, and be assured that children have a good start in life.

Under the leadership of three ministers—Jean-Yves Duclos (Minister of Families, Children and Social Development), Patricia A. Hajdu (Minister of Employment, Workforce Development and Labour) and Kirsty Duncan (Minister of Science and Minister of Sport and Persons with Disabilities)—ESDC continues to build a stronger and more inclusive Canada, to support Canadians in helping them live productive and rewarding lives and to improve their quality of life.

About this Departmental Plan

This Departmental Plan uses the structure of the Departmental Results Framework to discuss how ESDC intends to achieve results under each of the Department's Core Responsibilities. All years reference fiscal years beginning April 1 and ending March 31.

ESDC's five Core Responsibilities include:

1. Social Development:

- To increase inclusion and opportunities for Canadians to participate in their communities

2. Pensions and Benefits:

- To assist Canadians in maintaining income for retirement and provide financial benefits to surviving spouses, people with disabilities and their families

3. Learning, Skills Development and Employment:

- To help Canadians access post-secondary education, obtain the skills and training needed to participate in a changing labour market, and provide supports to those who are temporarily unemployed

4. Working Conditions and Workplace Relations:

- To promote safe, healthy, fair and inclusive work conditions and cooperative workplace relations

5. Information Delivery and Services for Other Departments:

- To provide information to the public on the programs of the Government of Canada and the Department, and provide services on behalf of other government departments

Delivering on Core Responsibilities

1. Social Development

One of ESDC's top priorities is to work towards increasing Canadians' social inclusion, a critical factor in ensuring sustainable and secure development for all, particularly those who are most at risk.

- A central benchmark of this mandate is the prevention and reduction of homelessness and the availability of affordable housing in Canada. In 2018–19, the Canada Mortgage and Housing Corporation will implement Canada's first-ever **National Housing Strategy** to increase affordable housing and improve housing conditions on reserves. As part of the National Housing Strategy, a $2.2 billion investment in the **Homelessness Partnering Strategy** will assist the most vulnerable with access to safe, stable and secure housing.

- ESDC will work on the release of a **Poverty Reduction Strategy** that sets targets to reduce poverty and aligns with provincial, territorial and municipal strategies and includes a plan to measure and publicly report on progress. In support of the Strategy, Budget 2018 proposes to address key gaps in poverty measurement in Canada, including ensuring that poverty data is inclusive of all Canadians, data on various dimensions of poverty is captured, and that data is robust and timely.

- The Government is committed to increasing the inclusion and participation of Canadians with disabilities by improving accessibility through proactive barrier removal in areas of federal jurisdiction. In 2018, the Government will introduce new **federal accessibility legislation** that promotes equality of opportunity and increases inclusion and participation of Canadians who have disabilities or functional limitations.

- ESDC is committed to ensuring that community spaces and workplaces are more accessible for those with disabilities. ESDC will invest $77 million over 10 years through the **Enabling Accessibility Fund**.

- Because an inclusive society acknowledges a diversity of challenges, ESDC will provide additional funding of $5 million in both 2018–19 and 2019–20 via the **Social Development Partnerships Program** to support projects related to innovation in the service delivery of early learning and child care.

- ESDC is committed to ensuring more high-quality and affordable child care in 2018–19 to help children get the best start in life. ESDC is implementing a **Multilateral Early Learning and Child Care Framework** through bilateral agreements with each province and territory and is co-developing an **Indigenous Early Learning and Child Care Framework** with Indigenous peoples. The Department will invest $7.5 billion over 11 years to increase the

quality, accessibility, affordability, flexibility and inclusivity of early learning and child care across the country.

- ESDC's Minister of Employment, Workforce Development and Labour and Minister of Families, Children and Social Development will continue to consult and engage industry, sector and community leaders to co-create a **Social Innovation and Finance Strategy** to facilitate new and innovative ways of addressing Canada's biggest social challenges.

2. Pensions and Benefits

In 2018–19, ESDC will continue to provide Canadians with financial benefits to help maintain income during retirement and provide surviving spouses and people with disabilities and their families with financial support. This includes:

- Working closely with Statistics Canada to analyze how seniors' cost of living differs from the general cost of living for Canadians.
- Beginning January 2019, the enhanced **Canada Pension Plan** will begin a seven-year phase-in to increase the future retirement, disability and survivor benefits of today's working Canadians.
- Continuing to deliver the **Canada Disability Savings Program**, including the Registered Disability Savings Plan, the Canada Disability Savings Grant and the Canada Disability Savings Bond, to assist people with disabilities to achieve long-term financial security.
- Continuing to advance the **Canada Pension Plan and Old Age Security Service Improvement Strategies**, as part of the Service Transformation Plan, and improve program integrity to ensure Canadians receive their pensions and benefits in a timely and accurate manner.

3. Learning, Skills Development and Employment

A robust, educated and skilled middle class is critical to the social and economic health of Canada. ESDC is committed to growing the middle class by helping Canadians access post-secondary education and obtain the skills and training needed to participate in a changing labour market, and by providing supports to those who are temporarily unemployed through investments and work-related learning.

In 2018–19, ESDC will invest in access to education, training and life-long learning so that Canadians can gain the skills and work experience needed to obtain high-quality jobs:

- To deliver on this mandate, Budget 2018 committed the Department to work with provinces and territories, the private sector, educational institutions and not-for-profit organizations to launch **Future Skills** to address and measure skills gaps and life-long learning needs.
- Through investments in the **Student Work Integrated Learning** program, 10,000 new work placements for post-secondary students will be created.
- An increasing number of graduates and workers will have access to a new **Union Training and Innovation Program** to address challenges to participation and success in the trades, particularly for women and Indigenous people.
- To help women enter and succeed in the trades, Budget 2018 announced that the **Women in Construction Fund** will be launched, as well as a new **Apprenticeship Incentive Grant for Women** pilot initiative. This will be complemented by the introduction of a new **pre-apprenticeship program** to encourage all Canadians to explore careers in trades, including those from under-represented groups.
- As part of the **Skills Boost Initiative**, changes are being made to both the **Canada Student Loans Program** and **Employment Insurance program** to support adult learners returning to school to upgrade their skills. Changes to the Canada Student Loans Program consist of a three-year pilot project to provide adult learners, who are 10 years out of high school, with a $1,600 top-up grant for each school year they are enrolled in post-secondary education if they qualify for the Canada Student Grant for Full-Time Students and expanded eligibility thresholds for (i) Canada Student Grants for full-time and part-time students with children, and (ii) Canada Student Grants and Canada Student Loans for part-time students. Measures are being implemented in the Employment Insurance program to allow adult learners who have lost their jobs after several years in the workforce to pursue full-time training while maintaining their Employment Insurance status.

To achieve its result of increasing access to post-secondary education, particularly for those from low- and middle-income families, in 2018–19 ESDC will:

- Fund a series of innovative projects that will further increase awareness and take-up of the Canada Learning Bond by targeting hard-to-reach and vulnerable populations, such as Indigenous children and others who face challenges in opening a Registered Education Savings Plan.
- Expand eligibility for Indigenous students by amending the Canada Student Financial Assistance Act to allow students registered under the Indian Act who do not have Canadian citizenship to access **Canada Student Loan** programs.
- Invest in the **Pathways to Education Canada Program** to help youth at risk of dropping out of high school.

Access to the labour market remains a challenge for Canadian youth, Indigenous people and other under-represented groups. To improve employment rates and access to the labour force and to help those during periods of transition, the Department will work on and implement the following in 2018–19:

- Improve worker flexibility and adaptability by expanding programs and services under the **Labour Market Development Agreements** and provide training and employment supports under the newly introduced Workforce Development Agreements.
- Engage partners and stakeholders on the renewal of the **Youth Employment Strategy** as per the Budget 2018 commitment, and continue to implement the **Canada Service Corps** to help young Canadians serve their communities while gaining valuable work and life experience.
- Support the continued doubling of the number of job opportunities for youth through **Canada Summer Jobs** relative to the number of placements in 2015.
- Implement the new **Indigenous Skills and Employment Training Program** to replace the Aboriginal Skills and Employment Training Strategy. Budget 2018 announced additional investments to support the creation of the new strategy, which will be co-developed with Indigenous partners to provide Indigenous people with increased access to skills development and employment supports to help close the employment and earnings gap between Indigenous and non-Indigenous people.
- Improve access to **Labour Market Information** and **Job Bank** to better connect job seekers and employers in a timely, reliable and comprehensive fashion.
- Implement new measures announced in Budget 2018 under the Employment Insurance program to better support Canadians during life and employment transitions by developing a new **Employment Insurance Parental Sharing Benefit** and implement a permanent successor to the **Working While on Claim pilot project** that also includes extension of these rules to claimants of Employment Insurance sickness and maternity benefits.
- Improve and enhance the **Temporary Foreign Worker Program** by continuing to pilot the Global Talent Stream, reviewing the Primary Agriculture Stream, reviewing sectors that are frequent users of the program and improving the protection of temporary foreign workers.

4. Working Conditions and Workplace Relations

With the goal of ensuring workplaces and work conditions are safe, healthy, fair and inclusive, ESDC through the Labour Program will:

- Continue to enhance safety standards in federally regulated workplaces by implementing an Administrative Monetary Penalty system for those who violate the Canada Labour Code.
- Continue to modernize **federal labour standards** by updating the Canada Labour Code.

- Provide employees in the federally regulated private sector with a right to request flexible work arrangements.
- Develop a modern fair wages policy with Public Services and Procurement Canada with support from the Treasury Board Secretariat of Canada.
- Eliminate unpaid internships in federally regulated private sectors that are not a part of a formal education program.
- Improve workplace conditions by fostering respect for labour standards in international free trade agreements and through **International Labour Organization** conventions.
- Improve service delivery by providing timely and quality occupational health and safety and labour standard services, and increase proactive activities with unions and employers to facilitate collective bargaining.

With support from Budget 2018, ESDC through the Labour Program will:

- Continue to move forward with Bill C-65 to ensure that federally regulated workplaces are free from harassment and sexual violence. This includes building awareness of harassment and violence, and providing education and training tools. There will also be an outreach hub to help employees navigate the process and to support employers to put in place policies and processes.
- Amend the Canada Labour Code to provide five days of paid leave to workers in federally regulated workplaces who are victims of family violence or are the parent of a child who is the victim of family violence.
- Propose legislative amendments to the Wage Earner Protection Program to increase payments from four to seven weeks to employees whose employers have gone bankrupt.
- Introduce proactive pay equity legislation for federally regulated workplaces.
- Close the gender wage gap through enhanced pay transparency by federally regulated employers under the Employment Equity Act.

In 2018–19, ESDC will improve service delivery by leveraging technology to improve and modernize the delivery of compensation benefits for federal employees injured in the course of their work.

5. Information Delivery and Services for Other Departments

ESDC supports the delivery of Government of Canada programs by ensuring that Canadians have the information necessary about available programs and services in both official languages. This includes 1 800 O-Canada and its customized information services, the Canada.ca website, in-person services and the delivery of passports to Canadians.

To ensure clients receive high-quality, timely and accurate government information and services and error-free passports in a timely manner, in 2018–19 the Department will:

- Provide ongoing operational support to other government departments that have migrated their content and websites to Canada.ca.
- Provide ongoing support to departments that are managing their social media accounts through the Social Media Account Management Service.
- Continue working with Immigration, Refugees and Citizenship Canada on modernizing the Passport Program to increase access to services and strengthen the integrity and security of the program to improve efficiency.

Our Vision for Service Excellence

Improving and Transforming Service to Canadians

Service delivery is fundamental to achieving ESDC's mandate and contributes to the achievement of policy results such as poverty reduction, supporting the middle class and improving accessibility for Canadians.

The Department strives to be a leader in service excellence by delivering services in a way that responds to the evolving needs of its clients, whether it is in person at a Service Canada Centre or through community outreach, on the phone or online.

While each core responsibility in the Departmental Results Framework includes a service improvement component, ESDC's Service Strategy and Service Transformation Plan cut across all core responsibilities.

The ESDC Service Strategy

To achieve its vision, ESDC has a Service Strategy that seeks to transform how services are delivered to clients, whether individuals, employers or organizations, now and in years to come. The Service Strategy is a flexible and evergreen framework to guide service improvement that will evolve over time to leverage advances in technology and maximize opportunities for collaboration.

As the face of the federal government for many Canadians, ESDC also plays an integral role in government-wide initiatives to improve service results and offer a seamless service experience, including the Government of Canada Service Strategy. Going forward, evolution of the ESDC Service Strategy will be informed by Government of Canada direction, departmental service reviews such as the Employment Insurance Service Quality Review and by listening to and engaging with clients and employees on service transformation.

As the service delivery landscape shifts with rapid advancements in technology, Canadians increasingly expect easy-to-access, simple and secure services. In line with the Service Strategy and Service Transformation Plan, ESDC will enhance Grant and Contribution accessibility and will standardize guidance, training and business expertise so that delivery across programs and regions is more consistent and timely. In addition, ESDC will modernize tools accessed by employers and organizations such as the online submission of the Labour Market Impact Assessment for the Temporary Foreign Worker Program and internal tools to support the streamlined processing of Work-Sharing Agreements.

Service Transformation Plan

To achieve the goals and commitments of the Government of Canada and ESDC Service Strategies, and the recommendations from the Employment Insurance Service Quality Review, the Department launched the Service Transformation Plan. This plan serves as the roadmap for the transformation and modernization of ESDC's services and advances its vision for improved service delivery.

The Plan was co-developed with Canadians and employees across the Department to deliver real solutions of high value to Canadians as quickly as possible. The solutions within the plan address the issues the Department and clients identified as most worth solving. These solutions will strengthen the Department's capacity to meet clients' service needs and expectations. The solutions will lead the Department towards a future state that is defined by the following four dimensions of client service excellence:

Dimensions	Experience	Quality	Timeliness	Access
What clients will get in future	A world-class experience delivering benefits when clients need them with an emphasis on digital self-service	Provide high-quality, accurate services and decisions to Canadians, no matter where they live and, when possible, have their needs anticipated	Benefits and services are delivered in a timely fashion and issues are resolved the first time clients contact us	100% accessibility, with digital by choice everywhere and received by a well-equipped knowledgeable workforce

The current commitments identified in the Plan are within the Department's existing authorities (e.g. legislative and regulatory frameworks) to deliver concrete results to Canadians and employees as early as in the next 12 to 18 months. Concurrently, the Department is identifying medium-term and long-term solutions to transform service delivery. This approach will also allow the Department to leverage short-term results to support other transformational initiatives that will modernize the service experience in the medium-term (18-36 months), long-term (3-5 years) and beyond.

In 2018–19, critical horizontal service improvements being advanced that cut across Core Responsibilities include:

- **The Hosted Contact Centre Solution**: In 2018–19, the Department will continue consulting with other government departments and the private sector to prepare for the migration of Specialized Call Centres to a new Hosted Contact Centre Solution platform. It will also engage with clients and employees on the redesign of the Interactive Voice Response systems and the proposed automated self-serve and navigation menu for Specialized Call Centres.

- **Benefits Delivery Modernization**: Through the modernization of service delivery of benefits, the Government will improve Canadians' access to services and benefits, including accelerating application processes. This program targets a complete business process and technology renewal for Employment Insurance, Old Age Security and the Canada Pension Plan to truly transform the way benefits are delivered, offering an enhanced service experience that is informed by meaningful engagement and prototyping with clients and staff. In 2018–19, Benefits Delivery Modernization will be leading foundational projects to ensure implementation readiness for the first tranche of the program.

Integrated Service Management Agenda

An Integrated Service Management function has been established within the Department that will define the operational context and enabling environment for a successful implementation of the Service Transformation Plan. The agenda aims to establish a new departmental culture and way of operating to ensure service delivery is managed holistically. In 2018–19, ESDC will focus on implementing initiatives related to integrated resource planning, integrated workload management and integrated view of all operations.

Service Standard Review

As a part of its commitments to improve services to Canadians, the Government of Canada is assessing its service standards to ensure that they are comprehensive and meaningful. Among its initial achievements, ESDC has implemented improved service standards for new clients applying for Canada Pension Plan disability benefits. Since their implementation in October 2016, the new and revised service standards have significantly committed to enhancing the delivery of Canada Pension Plan disability benefits, particularly for clients with a terminal illness or a grave condition. In 2017–18, the Department undertook service standard reviews

related to the delivery of the Employment Insurance, Canada Pension Plan and Old Age Security programs. In 2018–19, the Department's focus will shift to developing an implementation roadmap to guide next steps. Future work to review ESDC service standards will be driven by these efforts.

Making the Social Security Tribunal Client-Centric

Reporting to the Minister of Employment and Social Development/Families, Children and Social Development, the Social Security Tribunal was created on April 1, 2013, to review appeals of decisions relating to the Employment Insurance, Canada Pension Plan and Old Age Security programs. In March 2017, the Minister announced that the Social Security Tribunal would undergo a review to ensure it remains relevant in meeting the needs and expectations of Canadians.

Following receipt of the review report in January 2018, the Minister committed to making significant and meaningful changes to the recourse process that would include placing Canadians at the heart of the process and providing a recourse process which is client-centric, faster and simpler. Stakeholders will have a role in shaping the renewal of the recourse process through their continued engagement as changes are explored and implemented. The action plan will be publicly released and ESDC will report on progress.

Increasing Access to the Canada Child Benefit and Other Benefits

Indigenous people, in particular those living in remote and northern communities, face distinct barriers when it comes to accessing federal benefits such as the Canada Child Benefit. To help Indigenous people access the full range of federal social benefits, the Government will expand outreach efforts to Indigenous communities and conduct pilot outreach activities for urban Indigenous people.

International Engagement

G7 Leaders' Summit

ESDC's international engagement advances the Government of Canada's foreign policy priorities and international obligations. Canada officially assumed the G7 Presidency on January 1, 2018. In advance of the G7 Leaders' Summit, which will be held on June 8-9, 2018, a series of Ministerial meetings will take place. ESDC is working closely with Global Affairs Canada and Innovation, Science and Economic Development Canada, and other departments as appropriate, in the lead up to a G7 Innovation and Employment Ministerial meeting on Preparing for the Jobs of the Future.

Organisation for Economic Cooperation and Development Social Policy Forum

ESDC is also working closely with the Organisation for Economic Cooperation and Development (OECD) to organize the OECD Social Policy Forum and Ministerial Meeting entitled Social Policy for Shared Prosperity: Embracing the Future, to be chaired by Canada and held in Montréal on May 14-15, 2018. A high-level Policy Forum under the same theme will precede the Ministerial meeting.

International Labour Affairs

The Labour Program of ESDC manages Canada's international labour affairs, including trade-related international labour agreements. Ongoing negotiations, including the North American Free Trade Agreement (NAFTA), with India, the Pacific Alliance (Chile, Colombia, Mexico and Peru) and MERCOSUR (Argentina, Brazil, Paraguay and Uruguay), will continue to be priorities in 2018. Other significant negotiations could be launched in 2018, including with China. In addition, the Labour Program manages a Grants and Contributions program that seeks to address the labour dimensions of international trade and economic integration through technical assistance projects that will continue to run or will be launched in 2018. It also represents Canada at the International Labour Organization where international labour standards are negotiated and adopted, and in multilateral forums where labour matters are discussed. Currently, the Labour Program is working with Canada at the International Labour Organization on a new instrument to address violence and harassment in the workplace.

For more information on ESDC's plans, priorities and planned results, see the "Planned results" section of this report.

For more information on the Department's organizational mandate letter commitments, see the Minister's mandate letter on the Prime Minister of Canada's website.[1]

Planned results: What we want to achieve this year and beyond

Core Responsibilities

1. Social Development

Description

Increase inclusion and opportunities for participation of Canadians in their communities.

Planning Highlights

ESDC seeks to strengthen the middle class and support those who work hard to join it by implementing strategies to achieve the following results:

1) reduce and prevent homelessness and poverty in Canada;
2) provide funding to not-for-profit organizations working to achieve positive solutions to Canada's biggest social challenges;
3) remove barriers to accessibility for persons with disabilities;
4) ensure Canadian families have increased access to child care; and
5) provide high-quality, timely and efficient services to clients.

Reduce and prevent homelessness and poverty in Canada

ESDC will continue investing in communities and programs that reduce poverty and help the most vulnerable access safe, stable and secure housing. In 2018–19, through the **Homelessness Partnering Strategy**, ESDC will continue to work with communities to deliver investments and address local homelessness.

Building on Budget 2016, which invested $111.8 million over two fiscal years, the **National Housing Strategy** announced an investment of $2.2 billion to expand and extend programing to support communities in preventing and reducing homelessness beyond 2018–19.

The redesigned federal homeless program is expected to launch on April 1, 2019. It will be informed by recommendations from the Advisory Committee on Homelessness as well as

engagement with provinces, territories and Indigenous partners and will continue to help communities meet the needs of local homeless populations, including women fleeing violence.

Increased access to affordable housing means that fewer Canadians are at risk of becoming homeless. Through the **National Housing Strategy**, ESDC is working with the Canada Mortgage and Housing Corporation to re-engage in affordable housing by bringing together the public, private and non-profit sectors. A review of escalating home prices in high-priced housing markets is being conducted to identify a means to keep home ownership within reach for more people.[2] A gender-based plus (GBA+) analysis shows that households that spend 30 percent or more of total household income on housing expenses are defined as having a "housing affordability" problem. Research finds that one in four Canadian households (more than 3 million) fall into this category.

An important part of ESDC's mandate is to reduce poverty in Canada. ESDC is working to develop a Canadian **Poverty Reduction Strategy** that will build on and align with strategies implemented by provinces, territories and municipalities, set targets for poverty reduction, measure progress and report publicly on results. The Strategy is expected to be released in 2018. ESDC has engaged broadly with Canadians, including vulnerable groups and those who experienced poverty. The Strategy will reflect on what we heard from Canadians, and will be grounded in Indigenous reconciliation, in line with the Government's commitment to advance a renewed relationship that is based on the recognition of rights, respect, cooperation and partnership.

National consultations were held in 2017–18 that engaged those experiencing poverty as well as stakeholders. Consultations revealed that there is a need to assist those experiencing poverty to meet their basic needs, address the struggles and barriers they face in trying to exit poverty, and help them be resilient in the face of unexpected shocks such as job loss or family breakdown. The report, What We Heard About Poverty So Far, is a summary of the feedback gathered and was released on February 20, 2018.

Provide funding to not-for-profit organizations working to achieve positive solutions to Canada's biggest social challenges

Through the **Social Development Partnerships Program**, ESDC aims to increase the social inclusion and participation of Canadians in society by providing grants and contributions to not-for-profit organizations, communities and other groups. The goal is to improve the life outcomes for people with disabilities, children and families, seniors and other vulnerable populations.

Additional funding of $5 million in both 2018–19 and 2019–20 will be available through the **Social Development Partnerships Program-Children and Families Component** to support projects related to innovation in the service delivery of **Early Learning and Child Care**. This

will provide not-for-profit organizations, provincial/territorial entities and Indigenous organizations across Canada with funding to tackle barriers faced by children, families and other vulnerable populations, and is part of the $7.5 billion investment over 11 years in Early Learning and Child Care announced in Budgets 2016 and 2017.

Social Innovation and Social Finance Strategy

Recognizing that new and innovative approaches are needed to tackle persistent and complex social issues, ESDC was mandated to develop a federal **Social Innovation and Social Finance Strategy**. To better assist community organizations to achieve positive solutions to Canada's biggest social challenges, the Strategy will aim to support greater growth and sustainability of social and other service-providing organizations, and improve the effectiveness of social interventions.

In June 2017, the Government launched the Social Innovation and Social Finance Strategy Co-Creation Steering Group, composed of stakeholders and ESDC officials, to consult widely among industry, the social sector, community leaders and researchers and provide advice on the Strategy. In 2018–19, ESDC will continue to support the Steering Group as it completes its extensive consultation and engagement activities and submits its recommendations for consideration by Ministers.

Remove barriers to accessibility for persons with disabilities

People with disabilities often experience barriers to their full participation and inclusion in activities of everyday living. The Government of Canada is working to introduce new accessibility legislation to help reduce these barriers to inclusion in areas within federal jurisdiction and create a more accessible Canada.

Through the **Enabling Accessibility Fund**, ESDC provides funding to eligible capital projects that increase access for people with disabilities to community spaces and workplaces across Canada, which in turn creates opportunities to participate in community activities, services and programs, or access employment opportunities.

To ensure organizations have the means to undertake and complete projects that can quickly improve accessibility in communities and workplaces, Budget 2017 announced an enhancement of $77 million over 10 years, beginning in 2018–19, to expand the activities of the Enabling Accessibility Fund. In 2018–19, ESDC will fund a greater number of projects to make community spaces and workplaces more accessible and funding will be available for small and mid-sized projects. In addition, the new Youth Innovation Component will increase accessibility in community spaces and workplaces through youth-driven projects.

In addition, ESDC will develop a **multi-year accessibility plan** to improve the accessibility of client services by reducing barriers for people with disabilities. To implement this plan, ESDC will engage Canadians to ensure improvements meet their needs, as we move towards more inclusive services.

Increase access to early learning and child care

To help children get the best start in life and better support Canadian families, Budget 2016 and Budget 2017 committed to investing $7.5 billion over 11 years to support and create more high-quality, affordable child care across the country.

On June 12, 2017, the Government of Canada announced a historic agreement with provincial and territorial governments on a Multilateral Early Learning and Child Care Framework. The Framework will be seeking to increase the quality, accessibility, affordability, flexibility and inclusivity of early learning and child care, in particular for families that need child care the most. A separate Indigenous Framework on Early Learning and Child Care is being co-developed with Indigenous partners to reflect the unique cultures and needs of First Nations, Inuit and Métis children and families.

The implementation of the **Multilateral Early Learning and Child Care Framework** will support increased parental participation in work, education or training, particularly by mothers. Over the next three years, investments in early learning and child care could support up to 40,000 new affordable child care spaces, with thousands of parents, particularly mothers, who are more likely to enter the labour force once child care is made more affordable. Research indicates [3] that where affordable quality child care is available, women are more likely to work, stay employed and hold better jobs, all of which contribute to narrowing the gender wage gap. For example, the introduction of a low-fee child care system in Quebec in the mid-nineties encouraged up to 70,000 mothers to join the workforce, resulting in an increase of 3.8 percent in women's employment.

ESDC continues to work with each province and territory to enter into bilateral agreements for early learning and child care programs. Governments will report annually on progress made in relation to the Multilateral Framework and bilateral agreements.

ESDC will also support innovative practices in early learning and child care and will improve data to track progress and better understand child care in Canada.

Provide high-quality, timely and efficient services to clients

As the service delivery landscape shifts with rapid advancements in technology, Canadians increasingly expect easy-to-access, simple and secure services. In line with its Service Strategy and **Service Transformation Plan**, ESDC will enhance accessibility and will standardize guidance, training and business expertise so that delivery across programs and regions is more consistent and timely. More specifically, ESDC will continue to enhance services and streamline processes for Grants and Contributions for its Social Development programs, including the standard agreement and forms related to financial and reporting requirements, and will improve online services to facilitate access for clients.

Planned results						
Departmental Results	Departmental Result Indicators	Target	Date to achieve target	Actual Results		
				2014–15	2015–16	2016–17
Homelessness in Canada is reduced and prevented	Reduction in the estimated number of shelter users who are episodically or chronically homeless	20% reduction from 2013 baseline of 1,988 by 2018–19	March 31, 2019	Decrease of 6.1% from baseline (1,866 shelter users	Decrease of 0.3% from baseline (1,983 shelter users)	Increase of 6.7% from baseline (2,121* shelter users)
Not-for-profit organizations, communities and other groups have an enhanced capacity to address a range of social issues such as the social inclusion of people with disabilities, the engagement of seniors and support for children and families	For every dollar invested through the Social Development Partnerships Program, amount leveraged/invested by non-federal partners**	$0.30 to $1.00	March 31, 2019	Not available	Not available	Not available
Community spaces and workplaces are more accessible	Number of community spaces and workplaces that are more accessible due to Enabling Accessibility Fund funding	637 *Target considers new funding envelope of $20.65M. Target = 533 small projects +100 youth-driven projects and 4 mid-sized projects.	March 2019	438	459	575
Access to early learning and child care is increased	Number of children in regulated child care spaces and/or early learning programs	2017–18 Baseline year		Not available	Not available	Not available
	Number of children receiving subsidies or other financial supports	2017–18 Baseline year		Not available	Not available	Not available
Clients receive high-quality, timely and efficient services that meet their needs (Social Development)	Service standard target for Social Development program priority service, as defined by the Government of Canada's Policy on Service, was met	1 out of 1[4]	March 2019	Not available ***	Not available***	Not available ***

*Estimate based on data from 12 out of 15 communities. Many communities included in measuring the 2013 baseline are small communities that either do not have a Housing First investment target as they receive less than $200,000 in base funding or only have an investment target of 40% effective 2016–17 as they are mid-sized Designated Communities. The results may be different if larger Designated Communities with 65% Housing First investment targets were included.

**Organizations use the Social Development Partnership Program funding to leverage cash and in-kind investments from other orders of government, businesses and charitable organizations so that the pool of investment brought to bear on any given issue is increased. Increased partnerships, through cash and/or in-kind contributions, increases the impact of Program funding and expands the capacity of recipients to build and further their knowledge, understanding and capacity to address complex social issues.

***2017–18 Baseline year

Financial Resources

Financial resources (dollars)*				
	Main Estimates	Planned spending		
	2018–19	2018–19	2019–20	2020–21
Planned Gross Spending	718,598,615	718,598,615	536,141,594	121,167,835
Planned Spending in Specified Purpose Accounts	0	0	0	0
Planned Revenues netted against expenditures	0	0	0	0
Planned Net Spending	718,598,615	718,598,615	536,141,594	121,167,835

*The significant decrease in the 2019–20 and 2020–21 planned spending is related to the sun-setting of the funding for the Homelessness Partnering Strategy in 2018–19 and the Early Learning and Child Care in 2019–20. Budget 2017 proposed a total investment of $2.1 billion over the next 11 years to expand and extend funding for the Homelessness Partnering Strategy beyond 2018–19 and a total investment of $7 billion over 10 years, starting in 2018–19, to continue efforts to create more high-quality, affordable child care spaces across the country. The Department will seek authorities from Treasury Board for future years.

Human Resources

Human resources (planned full-time equivalents)		
2018–19	2019–20	2020–21
386	252	241

The decrease in full-time equivalents from 2018–19 to 2019–20 reflects that the renewal of the Homelessness Partnering Strategy must be finalized in 2018–19.

Financial, human resources and performance information for ESDC's Program Inventory is available in the GC InfoBase.[5]

2. Pensions and Benefits

Description

Assist Canadians in maintaining income for retirement, and provide financial benefits to survivors, people with disabilities and their families.

Planning Highlights

In 2018–19 ESDC seeks to achieve the following departmental results:

1) provide income support to seniors for retirement;
2) ensure those with disabilities and their families have savings for their long-term financial security; and
3) provide high-quality, timely and efficient services to clients.

Provide income support to seniors for retirement

Programs such as Old Age Security, the Canada Pension Plan and the Guaranteed Income Supplement provide financial benefits to Canadians, helping them maintain income during retirement. The Department makes over 60 million payments annually and plans on delivering $101 billion in Old Age Security and Canada Pension Plan benefits in 2018–19.

Old Age Security and the Guaranteed Income Supplement

As indicated in the Minister's mandate letter, and reiterated in Budget 2016, the Government is committed to ensuring that **Old Age Security** benefits keep pace with the costs of living. The Department continues to work closely with Statistics Canada to analyze how seniors' cost of living differs from the general cost of living of Canadians.

The other commitments related to the Old Age Security program were completed in 2016. The planned increase in the age of eligibility for Old Age Security benefits (including the Guaranteed Income Supplement) from age 65 to 67 was cancelled, which means that vulnerable Canadians will no longer have to wait two additional years to receive benefits. In addition, the Guaranteed Income Supplement was increased by up to $947 per year for the lowest-income seniors. Close to 900,000 vulnerable seniors now receive higher benefits, two-thirds of whom are senior women.

Canada Pension Plan

On January 1, 2019, the enhancement of the **Canada Pension Plan** will begin its seven-year phase-in. The Canada Pension Plan enhancement will increase the retirement, disability and survivor benefits of Canadians who work and contribute to the Plan in 2019 or later.

Each year of contributing to the enhanced Canada Pension Plan will allow workers to accrue additional benefits. Enhanced benefits will accumulate gradually as individuals pay into the enhanced Canada Pension Plan. Fully enhanced benefits will generally become available after about 40 years of making contributions. The fully enhanced Canada Pension Plan will increase the maximum retirement pension by more than 50 percent.

Building on this achievement, in December 2017, federal and provincial Finance Ministers reached a unanimous agreement in principle to take the following actions, beginning in 2019:

- Increase retirement benefits under the Canada Pension Plan enhancement both for parents who take time off work to care for young children, and for persons with severe and prolonged disabilities. For the purposes of calculating the retirement pension, parents and persons with disabilities will be credited with an amount linked to their previous earnings for periods spent out of the workforce, or periods with low earnings.
- Raise survivor pensions for individuals under age 45 who lose their spouse by providing a full survivor's pension instead of the current reduced pension that is linked to the age of the widow or widower.
- Provide a top-up disability benefit to retirement pension recipients under the age of 65 who are disabled and meet eligibility requirements.
- Increase the death benefit to its maximum value of $2,500 for all eligible contributors.

Ensure those with disabilities and their families have savings for their long-term financial security

The **Canada Disability Savings Program**, comprised of the **Registered Disability Savings Plan**, the **Canada Disability Savings Grant** and the **Canada Disability Savings Bond**, enables people with disabilities to achieve long-term financial security by helping them and their families save for the future. Many people with disabilities live below or near the poverty line. The income from this savings program provides these Canadians with a higher standard of living and helps enhance social and economic inclusion. In 2018–19, ESDC will continue to increase program awareness, understanding and take-up through targeted mail-outs, teleconferences and exhibitions at conferences and events across Canada.

Provide high-quality, timely and efficient services to clients

ESDC continues to strengthen the delivery of Old Age Security and the Canada Pension Plan to address pressures associated with an aging population and demands related to international social security agreements. To ensure Canadians receive their pensions and benefits in a timely and accurate manner, ESDC is modernizing these services through the Service Transformation Plan and Service Improvement Strategies.

In 2018–19, the Department will continue to implement a series of Canada Pension Plan improvements to better respond to the needs of Canadians, including those with severe and prolonged disabilities. This includes:

- continuing to streamline and simplify the Canada Pension Plan application processes, including the process for the disability program;
- improving decision-making processes and supports, including implementing a new system for monitoring the consistency and quality of decisions;
- continuing a phased implementation of a quality assurance framework for Canada Pension Plan disability benefits; and
- increasing the number of online services for Canada Pension Plan beneficiaries.

In 2018–19, ESDC will continue to modernize the delivery of the Old Age Security program by improving services to eligible Canadian seniors, including low-income individuals. Changes will include:

- implementing a number of business process improvements that are focused on the client experience, including the national implementation of an integrated Old Age Security / Guaranteed Income Supplement application for those clients who are not automatically enrolled for these benefits; and
- increasing the number of online services available to seniors.

Automatic enrolment, implemented in three phases from 2014 to 2017, will allow many new seniors to receive the Old Age Security pension automatically without the need to apply. The third phase of automatic enrolment came into force in November 2017 through legislative and regulatory amendments, allowing automatic enrolment to be expanded to the Guaranteed Income Supplement. As a result of these implementations, more than half of all new pensioners are automatically enrolled for the Old Age Security pension and the Guaranteed Income Supplement without having to apply. In addition, they will be automatically reviewed every year, based on tax-filing information, to determine if they are entitled to the Guaranteed Income Supplement.

Planned results						
Departmental Results	Departmental Result Indicators	Target	Date to achieve target	Actual results		
				2014–15	2015–16	2016–17
Seniors have income support for retirement	Percentage of seniors receiving the Old Age Security (OAS) pension in relation to the total number of eligible seniors	OAS pensions paid to all eligible seniors in 98% of cases	March 31, 2018*	(2012) 98.1%	(2013) 98.0%	(2014) 97.7%
	Percentage of seniors receiving the Guaranteed Income Supplement (GIS) in relation to the total number of eligible seniors	GIS benefits paid to all eligible seniors in 90% of cases	March 31, 2018*	(2012) 88.5%	(2013) 89.1%	(2014) 87.5%
	Percentage of Canada Pension Plan (CPP) contributors aged 70+ receiving retirement benefits	CPP retirement benefits paid to eligible beneficiaries after age 70 in 99% of cases	March 31, 2018*	(2013) 99%	(2014) 99%	(2015) 99%
	Percentage of seniors living in low income	No target as it is a contextual indicator	Not applicable	(2013) 3.7%	(2014) 3.9%	(2015) 4.4%
People with disabilities and their families have financial support	Percentage of Canada Pension Plan contributors who have contributory eligibility for Canada Pension Plan disability benefits and therefore have access to financial support in the event of a severe and prolonged disability	68% of Canada Pension Plan contributors meet the contributory eligibility requirements for the Canada Pension Plan disability benefit	March 31, 2018	(2013) 67%	(2014) 66%	(2015) 66%
	Percentage of Canadians eligible for the Disability Tax Credit who have a Registered Disability Savings Plan to encourage private savings	33% for 2018–19	December 31, 2018	22.1%	24.3%	29%
	Percentage of Canadians with disabilities eligible for a Registered Disability Savings Program that have received a grant and/or a bond to assist them and their families to save for their long-term financial security**	84% for 2018 (by calendar year)	December 31, 2018	83%	83.5%	86%
Clients receive high-quality, timely and efficient services that meet their needs (Pensions and Benefits)	Number of service standard targets for Pensions and Benefits program priority services, as defined by the Government of Canada's Policy on Service, that are being met	10 out of 10[6]	March 31, 2019	Not available	Not available	7 out of 10
	Percentage of Canada Pension Plan retirement benefits paid within the first month of entitlement	90%	March 31, 2019	91.1%	94.8%	97.2%

Planned results						
Departmental Results	Departmental Result Indicators	Target	Date to achieve target	Actual results		
				2014–15	2015–16	2016–17
	Percentage of decisions on applications for a Canada Pension Plan disability benefit within 120 calendar days***	80%	March 31, 2019	80.8%	86.1%	83.6%
	Percentage of Old Age Security basic benefits paid within the first month of entitlement	90%	March 31, 2019	88.0%	88.4%	86.8%

*Note(s): There is a three-year lag in the availability of data.

The Canada Disability Savings Program is now reporting by calendar year to coincide with the Canada Revenue Agency's eligibility criteria. In addition, all Canada Disability Savings Program payments, limits and eligibility amounts are calculated by calendar year; and the financial sector issuers of the program deliver the grant/bond on a calendar year.

**The current indicator is worded incorrectly and will be corrected via the next Departmental Results Framework update. The indicator calculates the percentage of RDSP holders (not those eligible) who have received a grant and/or bond.

***Within 120 calendar days of receiving a complete application.

Financial Resources

Financial resources (dollars)*				
	Main Estimates	Planned spending		
	2018–19	2018–19	2019–20	2020–21
Planned Gross Spending	54,813,963,588	101,826,497,339	107,603,951,388	113,841,526,167
Planned Spending in Specified Purpose Accounts	0	47,012,533,751	49,744,624,404	52,573,504,069
Planned Revenues netted against expenditures	240,864,504	240,864,504	182,343,016	170,016,933
Planned Net Spending	54,573,099,084	54,573,099,084	57,676,983,968	61,098,005,165

*Refer to ESDC's Financial Framework on page 61 for a complete description of the departmental financial profile, including an explanation of gross planned spending.

Human Resources

Human resources (planned full-time equivalents)		
2018–19	2019–20	2020–21
5,019	3,875	3,506
The Old Age Security and Canada Pension Plan Service Improvement Strategies will be fully implemented by 2019–20. In addition to improving service to Canadians, the Service Improvement Strategies will modernize the delivery of the two programs. This will reduce the need for the temporary resources that had been required to address the growing workload due to the aging population.		

Financial, human resources and performance information for ESDC's Program Inventory is available in the GC InfoBase.[7]

3. Learning, Skills Development and Employment

Description

Help Canadians access post-secondary education and get the skills and training they need to participate in a changing labour market, as well as provide support to those who are temporarily unemployed.

Planning Highlights

In 2018–19, ESDC remains committed to growing the middle class so that more Canadians can reach their full potential and seek to achieve the following results:

1) help Canadians access education, training and life-long learning supports to gain the skills and work experience they need;
2) increase Canadians' participation in an inclusive and efficient labour market;
3) help Canadians receive financial support during employment transitions such as job loss, illness or maternity/parental leave;
4) help more students from low- and middle-income families access and afford post-secondary education; and
5) provide clients with high-quality, timely and efficient services.

Help Canadians access education, training and lifelong learning supports to gain skills and work experience

Canadians access the skills and supports needed to succeed in the rapidly changing labour market

In 2018–19, ESDC will invest in a range of initiatives to enhance access to in-demand skills for graduates and workers at different stages of their working lives through training and workplace experience to support innovation and growth. This includes the following:

Creating new work placements for students

Up to 10,000 new work placements will be created over the next four years through **Student Work Integrated Learning** for post-secondary students in partnership with employers and post-secondary institutions.

- Increased wage subsidies will be available to employers who offer a work placement to students in under-represented groups, including women in science, technology, engineering

and mathematics, Indigenous students, persons with disabilities, newcomers and first-year students. A GBA+ analysis shows that while 59 percent of women aged 25-34 have a university degree, they represent only 39 percent of degree holders in science, technology, engineering and mathematics fields[8].

- In addition, following the Budget 2018 announcement, ESDC will support the Government's National Cyber Security Strategy through the development of work integrated learning placements in the cyber-security sector.

Supporting apprenticeship training and access to skilled trades

- Canadians are one of the most educated groups in the world and are working hard to succeed in a rapidly evolving economy by embracing education and learning as a lifelong commitment. As outlined in Budget 2018:
    - The **Women in Construction Fund** will help women enter and succeed in the trades, through supports such as mentoring, coaching and tailored supports that help women progress through their training and find and retain jobs in the trades.
    - ESDC will pilot an **Apprenticeship Incentive Grant for Women** to encourage women to pursue careers in Red Seal trades with low female representation. Under the new Grant, women would receive $3,000 for completing each of the first two years of training, in combination with the Apprenticeship Completion Grant valued at $2,000, resulting in a combined $8,000 in support.
    - The new **Pre-Apprenticeship Program** will support all Canadians, including those from under-represented groups, to explore the trades, gain work experience, make informed career choices, and develop the skills needed to find and keep employment in the skilled trades.
- A new **Union Training and Innovation Program** will be implemented to help strengthen union-based apprenticeship training, innovation and enhanced partnerships. The program will support innovative approaches to address challenges to participation and success in the trades, particularly for women and Indigenous people.
- ESDC will work with Infrastructure Canada to leverage federal infrastructure investments in provinces and territories to promote apprenticeship. Additionally, the Department will continue to work with Public Services and Procurement Canada to promote apprenticeship on federally owned infrastructure projects.

Facilitating access to lifelong learning and adult upskilling

To ensure that adults, including those with families, can adapt to a changing job market and economy, as per Budget 2018, ESDC will continue its efforts to support upskilling and create a culture of lifelong learning in 2018–19. Through the **Skills Boost Initiative**, adult learners who

are looking to return to post-secondary education to upgrade their skills will have enhanced measures related to Employment Insurance flexibilities and enhanced student financial assistance. This includes:

- **Expanding eligibility for adults returning to school** by introducing a three-year pilot project to test new approaches to make it easier for adult learners to qualify for Canada Student Grants and Loans. Beginning in the 2018–19 school year, borrowers who have been out of high school for at least 10 years, and who qualify for the Canada Student Grant for Full-Time Studies, will be eligible for top-up funding of $200 per month ($1,600 for an eight-month school year). The top-up will be provided in addition to other Canada Student Grants the student may be eligible to receive. The pilot program will also enable borrowers whose financial circumstances have changed significantly from the previous year to have their application reassessed for grant eligibility based on their current year's income instead of the previous year's income. This change will expand access to federal grants for approximately 43,000 students each year.
- **Expanding eligibility for students with families** by increasing the eligibility thresholds for Canada Student Grants for full- and part-time students with dependent children. This will be achieved by aligning the income eligibility thresholds for these grants with the national, progressive eligibility thresholds for full-time Canada Student Grants. This change will begin in the 2018–19 school year and is expected to expand eligibility to an additional 13,000 students each year.
- Expanding eligibility for **Canada Student Grants and Loans for Part-Time Students**. In the 2018–19 school year, existing income thresholds, which presently vary by province and territory, will be replaced with a higher single national threshold. In addition, the eligibility threshold for part-time Canada Student Loans will be increased so that more part-time students can qualify. These changes are expected to make an additional 10,000 part-time students eligible for Canada Student Grants and Loans each year.
- Promoting the use of and expanding existing flexibilities under the **Employment Insurance** program to help unemployed Canadians keep Employment Insurance benefits as they pursue training. This includes making better use of provisions that make it possible for claimants to take a course or training program while receiving Employment Insurance benefits when they continue to meet program requirements (e.g. searching and being available for work). In addition, effective fall 2018, eligible claimants who lose their jobs after several years in the workforce will have more opportunities to continue receiving their EI benefits while taking a full-time course or training program on their own initiative through training referrals by Service Canada. This measure complements existing resources and supports that are available through provinces, territories and Indigenous organizations and is expected to benefit approximately 7,000 adult learners per year.

Supporting worker flexibility and adaptability

In 2018–19, ESDC will continue its transition to the next generation of **labour market transfer agreements** with provinces and territories. Agreements are being transformed to ensure training and employment supports are available for the unemployed and employed workers who need to upskill for the new economy. This includes:

- Expanded eligibility for programs and services under the **Labour Market Development Agreements**. This will allow more Canadians, including under-represented groups, with access to Employment Insurance-funded skills training and employment supports to help them find and keep good jobs. In 2016, 48.0 percent of all workers aged 15 to 64 were women, yet women represented 70.4 percent of permanent part-time workers, 54.2 percent of contract workers and 62.3 percent of casual workers. The new definition of insured participant under the Labour Market Development Agreements, which will come into force in April 2018, will allow more women to access employment benefits, as more unemployed part-time workers will be eligible.

Expanding Labour Market Development Agreements

	Current Labour Market Development Agreements	Expanded Labour Market Development Agreements*
Employment Benefits (e.g. skills development, wage subsidies)	Individuals currently receiving or having received EI benefits in the past five years**	Expanded to include unemployed individuals who have made minimum Employment Insurance premium contributions in at least 5 of the last 10 years***
Employment Assistance Services under Support Measures (e.g. employment counselling, job search assistance)	Unemployed Canadians	Expanded to include employed Canadians
Employer-Sponsored Training under Support Measures (Labour Market Partnerships)	Assistance to employers to support approved training activities for employees facing a loss of employment	Expanded to include assistance to employers to support approved training activities for employees in order to maintain their employment. This may include employees impacted by technological or structural changes in the economy

- Introduction of new **Workforce Development Agreements** to provide similar skills training and employment supports for all Canadians, including unemployed and under-employed individuals not eligible for Employment Insurance training. The new Workforce Development Agreements will consolidate the Canada Job Fund Agreements, the Labour Market Agreements for Persons with Disabilities and the former Targeted Initiative for Older Workers, making transfers to provinces and territories simpler. This means provinces and territories will have the flexibility to better respond to their local labour market needs. The Labour Market Development Agreements and Workforce Development Agreements support the efforts of provinces, territories and employers to equip workers with training and skills,

while reducing barriers to access to potential employment opportunities and promoting better outcomes for workers.

- Furthermore, as announced in Budget 2018, ESDC will work with key provinces on solutions to assist workers in seasonal industries that experience a gap in income before the start of the next season.

Investing in Skills for the Future

To deliver on mandate commitments, ESDC will work with provinces and territories, the private sector, educational institutions and not-for-profit organizations to launch **Future Skills** to support skills development and measurement in Canada. Future Skills will bring together expertise and leverage experience from partners across the country. It will include an independent council to advise on emerging skills needs and workforce trends, and a research lab focused on developing, testing and rigorously measuring new approaches to skills assessment and development.

More information on Employment Insurance skills investment programs can be found on GC InfoBase.[9]

Increase Canadians' participation in an inclusive labour market

In 2018–19, ESDC will implement a range of initiatives to increase the labour market participation of youth, Indigenous people and under-represented groups to help all Canadians succeed, strengthen the middle class and support employers in accessing the talent they need to compete in the innovation economy.

Improving labour market outcomes for Indigenous people

As announced in Budget 2018, ESDC will co-develop the implementation of the **Indigenous Skills and Employment Training (ISET) Program** (successor program to the **Aboriginal Skills and Employment Training Strategy**) with Indigenous partners. This successor program will include four distinct streams that will be tailored to meet the specific needs of First Nations, Inuit, Métis and urban/unaffiliated Indigenous people to develop and upgrade their skills and improve their employability and participation in the labour force. In addition, services supported by the Program, such as child care, will ensure that Indigenous women have equal access to skills development and training, and are able to contribute more fully to the economic success of their communities.

As a complement to the Aboriginal Skills and Employment Training Strategy, the **Skills and Partnership Fund** promotes economic development in Indigenous communities across the country. Through strategic partnerships, the fund provides Indigenous people with the training they need to gain meaningful employment and meet the demands of the Canadian labour market. The fund supports the participation of Indigenous people in benefiting from existing and emerging economic development opportunities across Canada, with a particular focus on opportunities for women and youth.

Increasing opportunities for youth

- To improve labour market outcomes for youth, as announced in Budget 2018, ESDC will engage with partners and stakeholders to continue laying the groundwork for a renewed **Youth Employment Strategy** with the goal of being responsive to the evolving needs of young Canadians.
- Through **Canada Summer Jobs**, ESDC will continue to serve Canadians by creating new green jobs and jobs in the heritage sector, as well as nearly doubling the number of job opportunities for students relative to those provided in 2015.
- ESDC will also implement the design phase of the **Canada Service Corps** launched by the Prime Minister on January 16, 2018. ESDC will support a public testing phase that will prototype and evaluate various components of the initiative. The testing phase will include extensive involvement and feedback from youth to allow them to influence and shape the design of a national signature program that is "for youth, by youth" to be fully implemented in 2019. Through this initiative, ESDC will help young Canadians serve their communities across Canada, while gaining valuable work and life experience.

Create an efficient labour market

In order to ensure a strong and responsive labour market to drive growth, ESDC is implementing measures to better address skills mismatches, help workers get the information they need to find good-quality jobs and help employers fill jobs.

This includes continued work to improve the **Temporary Foreign Worker Program**. The program allows Canadian employers to hire foreign nationals to fill temporary labour and skill shortages when qualified Canadian citizens or permanent residents are not available. In 2018–19, ESDC will:

- Work with sectors that are frequent users of the program to put in place Canadian workforce development strategies with employers and stakeholders.
- Review the **Primary Agriculture Stream**, which includes a labour market study to assess the impact of potential changes to the stream and a study to explore options for a national standard for employer-provided housing to protect foreign workers.

- Pilot the **Global Talent Stream** to help Canadian firms remain competitive on a global scale through access to highly skilled talent from around the world. This stream allows firms in Canada to fill a need for in-demand and highly skilled positions that are on the Global Talent Occupations List, while also allowing innovative Canadian companies to address their needs for unique and specialized global talent to help grow their businesses.
- As announced in Budget 2018, build on initial pilots and implement unannounced inspections and introduce a **Migrant Worker Support Network** pilot to better strengthen the protection of temporary foreign workers.

In 2018–19, ESDC will also continue improving **Labour Market Information** for Canadians in collaboration with provinces and territories through the Forum of Labour Market Ministers and the new Labour Market Information Council launched in 2017. The goal is to address the need for local labour market information and to develop a collaborative platform to share labour market information with Canadians to support their training and career decisions. ESDC will continue to provide easy access to Employment Insurance applicants and promote the use of Job Bank as an effective and timely job search support.

As per the Budget 2018 announcement, the Department will support an **Education and Labour Market Longitudinal Linkage Platform** housed at Statistics Canada to improve the quality of career information and program results accessible to all Canadians.

Canadians receive financial support during employment transitions such as job loss, illness or maternity leave

Improving the Employment Insurance program to meet the needs of Canada's labour market

As introduced by Budget 2018, the Department will advance enhancements to the **Employment Insurance** program to ensure that it remains aligned with the changing labour markets. In particular, ESDC will work to develop a new Employment Insurance Parental Sharing Benefit to support gender equality and provide flexibility for earlier returns to work. The new measure will provide additional Employment Insurance parental benefits when both parents agree to share parental leave: up to five weeks if using the standard parental leave or up to eight weeks if using the extended parental leave. This incentive is expected to be available starting June 2019.

As per Budget 2018, ESDC will also implement a permanent successor strategy to the **Working While on Claim** pilot project that expires on August 11, 2018. The Employment Insurance Act's Working While on Claim provision is an important program feature that encourages claimants to work by allowing them to continue receiving a portion of their Employment Insurance benefits along with all of their earnings. The Working While on Claim provisions will also be extended to

claimants of Employment Insurance sickness and maternity benefits to enable greater flexibility for Canadians to keep more of their Employment Insurance benefits when they need it the most.

Help more students from low- and middle-income families access and participate in post-secondary education

Education savings incentives

The Government recognizes the importance of helping Canadians save for their children's post-secondary education. To support this objective, ESDC administers two education savings incentives linked to **Registered Education Savings Plans**: the **Canada Education Savings Grant**, which is available to all eligible children regardless of family income; and the **Canada Learning Bond**, which is available to children from low-income families. Studies confirm that having education savings increases the likelihood of attending post-secondary education. In 2018–19, ESDC will continue to help Canadians access and save for post-secondary education by increasing the take-up of the education savings incentives. More specifically, ESDC will fund a series of innovative projects that will further increase awareness and take-up of the Canada Learning Bond for vulnerable populations through innovative approaches.

ESDC is also collaborating with Service Ontario so that parents of Ontario newborns can make an online referral request to a financial institution to learn about opening a Registered Education Savings Plan and to subsequently request the Canada Learning Bond and the Canada Education Savings Grant. ESDC will closely monitor the impact of this new online referral service and, if successful, will explore similar initiatives with other jurisdictions.

ESDC will continue to monitor the impact of several initiatives, including the amendments made to the Canada Education Savings Act. The amendments, which came into effect January 1, 2018, will allow the cohabiting spouse or common-law partner of a primary caregiver to request the Canada Learning Bond and the additional amount of the Canada Education Savings Grant on behalf of an eligible child. The amendments seek to ensure that more children who are eligible for the education savings incentives receive the support they need to pursue post-secondary education.

Student financial assistance

As education costs continue to rise, education savings may not be sufficient. Student financial assistance is designed to make post-secondary education affordable to more students, particularly those from low- and middle-income families. In 2018–19, ESDC will continue its efforts to make post-secondary education more affordable by expanding eligibility for Indigenous students by amending the Canada Student Financial Assistance Act to allow students registered under the

Indian Act but without Canadian citizenship to access the Canada Student Loans Program. These changes will be made in time for the 2018–19 school year.

Vulnerable youth

In 2018–19, ESDC will continue to renew investments in the **Pathways to Education Canada Program**, which aims to increase the high school graduation rates of youth who are at risk of dropping out of high school. In fact, in communities where Pathways is offered, graduation rates have improved by 85 percent. The organization continues to provide ongoing support to its approximate 5,500 registered participants, and will continue to expand programming to reach more at-risk youth, including more Indigenous participants, in an effort to help more at-risk youth graduate from high school and pursue post-secondary education and transition to the labour market.

Provide high-quality, timely and efficient services to clients

ESDC, through the Service Transformation Plan, is modernizing its services so that Canadians have improved access to high-quality services that will help them enhance their education, skills and training levels and create connections between employers and job seekers. In 2018–19 these improvements will include:

- Working with key stakeholders to co-develop ways to streamline reporting obligations under the Employment Insurance program and reduce the administrative burden for employers.
- Completing the **Canada Student Loans Program's** transition to a new Service Provider contract to enhance the delivery of Canada Student Loans, including establishing an e-enabled service delivery model. The first phase of the new platform will be launched in spring 2018. New full-time student loan borrowers will be able to verify their identity online and sign their loan documents electronically. Efforts in 2018–19 will also focus on enabling clients to access and manage their student loans entirely online, receive real-time updates and communicate with service representatives in the channel of their choice through a self-serve, end-to-end online process.
- Working with stakeholders on a collaborative platform to share labour market information and collaborating with provinces and territories to support the Labour Market Information Council.
- Working with external partners, consumers and end users to supply relevant and up-to-date National Occupational Classification content.
- Updating the Career Handbook, which includes helpful information on abilities and personality traits required for occupations, to support students in making career choices.

Experimental Approaches to Policy and Research

ESDC is undertaking a range of initiatives that are in line with the Government of Canada's commitment to improve programs and services through experimentation. The Department has developed experimental approaches to policy and research in many areas. ESDC's Innovation Lab uses a Behavioural Insight approach to draw on experimental methods, such as randomized control trials, to improve services provided to Canadians. The Lab conducts a number of Behavioural Insight experiments which span most of the Department's client groups, such as families and children, youth, seniors, persons with disabilities and job seekers. In addition, current departmental research initiatives include:

- **Work Integration Social Enterprises (WISE) Research Program** – WISE is a type of social enterprise that focuses on improving employment prospects for those who are further from the labour market through a wider range of work-based opportunities. The Department is undertaking a five-year longitudinal study composed of six main projects to measure the impact that WISE has on labour market outcomes for vulnerable populations, specifically people with disabilities, youth, recent immigrants, homeless individuals and individuals at risk of homelessness and Indigenous people. Of the funded projects, one is using a quasi-experimental design.
- **Examination of Social Innovation in 2016 Skills Link – Stream II based on Administrative Data** – Administrative data in the Common System for Grants and Contributions is currently collected for operational purposes (program administration). ESDC is exploring innovative ways to use this data more effectively to provide policy and program insights into these programs. Using qualitative research methods to analyze administrative data has many benefits including: providing near real-time data about the charitable, not-for-profit and social enterprise sectors; offering practical guidelines that can inform business models, projects and activities; and aid in developing impact indicators, measurement approaches and data management in Grants and Contributions programs.
- **Unconscious Bias**[10] – This project will develop a conceptual framework to guide the Department in identifying areas and processes where unconscious (or implicit) bias could exist and have an impact. The framework will then be tested against ESDC's Skills Link program, a component of the federal government's Youth Employment Strategy, to determine whether it is a useful tool in identifying unconscious bias within programs.
- An initiative is underway to provide more equitable access to **Grants and Contributions** funding. By strengthening relationships with organizations that are led by and serve vulnerable populations to address their barriers to accessing Grants and Contributions programs, we will help build capacity and support community organizations that serve the most vulnerable in Canadian society.

- Through a number of pilot projects, the Chief Data Office at ESDC is developing advanced analytical capacity in the Department. Using analytical techniques in **Artificial Intelligence** such as machine learning, sentiment analysis and natural language processing enables the Department to take more proactive decisions, automate a number of manual processes, leverage unstructured data assets and prepare ESDC for future technologies.
- As part of the Service Transformation agenda, ESDC is currently testing its first mobile app, the **Job Bank mobile application**. This represents a new service delivery channel for ESDC to interact with clients, especially youth, in a manner they expect and to adapt to their evolving needs. Job Bank's job search service was identified as being well positioned to be the Department's first mobile app as it has a diverse and substantial mobile user base. The Job Bank mobile app, which enhances client experience using mobile device-specific features, was developed using an iterative process and will continue to be improved upon through testing and client feedback. As a pathfinder for ESDC, it will contribute to a better understanding of client needs and provide insight to inform the longer-term mobile app strategy under the Service Transformation Plan.

Planned results						
Departmental Results	Departmental Result Indicators	Target	Date to achieve target	Actual results		
				2014–15	2015–16	2016–17
Canadians access education, training and life-long learning supports to gain the skills and work experience they need	Number of Canadians receiving training and/or employment supports	Federally delivered programs **150,562**[1] Provincial and territorial (P/T) delivered programs **set their own annual targets**	March 31, 2019	Federally delivered programs **102,464**[2] P/T delivered programs **674,081**[2]	Federally delivered programs **104,901**[2] P/T delivered programs **717,896**[2]	Federally delivered programs **167,172**[2] P/T delivered programs **Not available**[2]
	Employment or returns to school following training/supports	Federally delivered programs **95,088**[3] Provincial and territorial (P/T) delivered programs **set their own annual targets**	March 31, 2019	Federally delivered programs **67,693**[4] P/T delivered programs **173,593**[4]	Federally delivered programs **64,313**[4] P/T delivered programs **178,556**[4]	Federally delivered programs **97,127**[4] P/T delivered programs **Not available**[4]
	Percentage of Canadians aged 18 to 24 that are enrolled in university or college	43.5%	December 31, 2018	41.7%	42.1%	42.4%

[1] **The target includes participants under the following federally delivered programs**: Aboriginal Skills and Employment Training Strategy (ASETS) between 54,000-56,500; Skills and Partnership Fund (SPF) between 6,000-7,500; Opportunities Fund for Persons with Disabilities (OF-PwD) 4,470; and Youth Employment Strategy (YES) 81,572 (Career Focus 1,451, Skills Link 8,993, Summer Work Experience – Green Jobs 2,128, and Canada Summer Jobs up to 69,000) and Student Work Integrated Learning Program (SWILP) 2,500. **The target does not include provincial and territorial (P/T) delivered programs under the Labour Market Transfer Agreements (LMTAs)** which include: Labour Market Development Agreements (LMDAs) and the newly announced Workforce Development Agreements (WDAs) which will consolidate Canada Job Fund Agreement (CFJA), Labour Market Agreements for Person with Disabilities (LMAPDs) and Targeted Initiative for Older Workers (TIOW), as P/Ts set their own annual targets.

[2] **These results include participants under the following federally delivered programs**: ASETS, SPF, OF-PwD, YES (Career Focus, Skills Link and Canada Summer Jobs. Results for Summer Work Experience – Green Jobs are not available as it was a Budget 2017 commitment to create new green jobs for youth, thus no historical data are available). There are no results available for the new SWILP. **The P/T delivered program results are for LMDAs only and do not include WDAs.** LMDA results for 2016–17 are not available as updated results are based on the most recent data published in the 2015–16 Employment Insurance Monitoring and Assessment Report. Results for CFJA, LMAPD and TIOW, which will be consolidated in the new WDA as of 2017–18, are individually available for 2014–15 (CFJA 362,000; LMAPD 352,000).

[3] **The target includes number of participants returning to work or to school under the following federally delivered programs**: ASETS, SPF, OF and YES (Career Focus, Skills Link and Canada Summer Jobs). **These P/T delivered program results are for LMDAs only and do not include WDAs**. LMDA results for 2016–17 are not available as updated results are based on the most recent data published in the 2015–16 Employment Insurance Monitoring and Assessment Report. Results for CFJA, LMAPD and TIOW, which will be consolidated in the new WDA as of 2017–18, are not available.

[4] **These results includes the number of participants returning to work or to school under the following federally delivered programs**: ASETS, SPF, OF and YES (Career Focus, Skills Link and Canada Summer Jobs). **These P/T delivered program results as per the LMDAs but do not include WDAs**. LMDA results for 2016–17 are not available as updated results are based on the most recent data published in the 2015–16 Employment Insurance Monitoring and Assessment Report. Results for CFJA, LMAPD and TIOW, which will be consolidated in the new WDA as of 2017–18, are not available.

Planned results						
Departmental Results	Departmental Result Indicators	Target	Date to achieve target	Actual results		
				2014–15	2015–16	2016–17
	Percentage change in Canadians aged 25 to 64 enrolled in university or college	0.5% decrease to 0.5% increase	December 31, 2018	0.4% decrease	0.9% decrease	1.7% decrease
Canadians participate in an inclusive and efficient labour market	Employment rate for Canadians	61.2%*	March 31, 2019	61.4%	61.3%	61.2%
	Employment rate for Indigenous peoples off reserve	56.7%*	March 31, 2019	56.8%	54.8%	56.7%
	Employment rate for Indigenous peoples on reserve	Not available (forthcoming early 2018)	March 31, 2019	Not available	Not available	Not available
	Employment rate for recent immigrants	58.2%*	March 31, 2019	56.5%	58.4%	58.2%
	Employment rate for persons with disabilities	49.0%* for persons with disabilities age 25 to 64 (2012)	March 31, 2019	Not available	Not available	Not available
	Employment rate for youth	55.6%*	March 31, 2019	55.7%	55.6%	55.6%
	Employment rate for women	57.5%*	March 31, 2019	57.6%	57.3%	57.5%
	Employment rate for older Canadians	35.5%*	March 31, 2019	35.0%	35.2%	35.5%
	Employment rate for lone parents	71.1%* (2016)	March 31, 2019	Not available	Not available	Not available
	Unemployment-to-job vacancies (ratio)	3.5%*	March 31, 2019	Not available	3.4%	3.5%
More students from low- and middle-income families access and participate in post-secondary education	Proportion of low- and middle-income Canadian young adults participating in post-secondary education	52.5%	December 31, 2018 *There is a three-year lag in availability of data	(2012) 51.0%	(2013) 51.6%	(2014) 52.1%
	Number of beneficiaries with a Registered Education Savings Plan withdrawal that have ever received an additional Canada Education Savings Grant which assists low- and middle-income families to save for their child's education	No target – baseline year	December 31, 2018	61,586	73,034	86,478

Planned results						
Departmental Results	Departmental Result Indicators	Target	Date to achieve target	Actual results		
				2014–15	2015–16	2016–17
	Percentage of full-time students (aged 15-29) who used federal student financial assistance to help finance their participation in post-secondary education	As a need-based program, no target is set	Not applicable	49%	50%	48%
Canadians receive financial support during employment transitions such as job loss, illness or maternity/ parental leave	Percentage of eligible unemployed workers supported by Employment Insurance	83.7%	March 31, 2019	2014: 83.1%	2015: 82.8%	Not available *Data will be available in 2018
	Percentage of Employment Insurance claimants finding employment before the end of their benefit entitlement	73-75%	March 31, 2019	65.3%	68.7%	Not available *Data will be available in 2018
Clients receive high-quality, timely and efficient services that meet their needs (Learning, Skills Development and Employment)	Number of service standard targets for Learning, Skills Development and Employment program priority services, as defined by the Government of Canada's Policy on Service, that are being met	23 out of 23[11]	March 31, 2019	Not available	Not available	Not available
	Percentage of Employment Insurance benefit payments or non-benefit notifications issued within 28 days of filing	Minimum of 80%	March 31, 2019	72.3%	83.8%	83.2%
	Percentage of Social Insurance Numbers applied for through the Newborn Registration Service issued within 10 business days	90%	March 31, 2019 (baseline year)	Not available	Not available	100%

*This number is a baseline drawn from historical data.

Financial Resources

Financial resources (dollars)*				
	Main Estimates	Planned spending		
	2018–19	2018–19	2019–20	2020–21
Planned Gross Spending	5,952,716,925	26,895,560,973	27,482,886,346	27,747,144,106
Planned Spending in Specified Purpose Accounts	0	20,942,844,048	21,514,771,477	22,285,484,697
Planned Revenues Netted Against Expenditures	804,409,119	804,409,119	791,020,599	791,115,745
Planned Net Spending	5,148,307,806	5,148,307,806	5,177,094,270	4,670,543,664
*Refer to ESDC's Financial Framework on page 61 for a complete description of the departmental financial profile, including an explanation of gross planned spending.				

Human Resources

Human resources (planned full-time equivalents)		
2018–19	2019–20	2020–21
8,955	8,687	8,649
The decrease in full-time equivalents is mainly due to the sun-setting of resources for Employment Insurance initiatives announced in Budgets 2016 and 2017, the Youth Employment Strategy and the Temporary Foreign Worker Program.		

Financial, human resources and performance information for ESDC's Program Inventory is available in the GC InfoBase.[12]

4. Working Conditions and Workplace Relations

Description:

Promotes safe, healthy, fair and inclusive working conditions and cooperative workplace relations.

Planning Highlights

ESDC aims to achieve the following results under this core responsibility:

1) keep workplaces safe and healthy;
2) ensure working conditions are fair and inclusive;
3) promote cooperative labour relations; and
4) provide high-quality, timely and efficient services to clients.

In 2018–19, ESDC, through the Labour Program, will continue to develop and implement initiatives to ensure Canadians work in safe, healthy, fair and inclusive workplaces and that workplace relations are cooperative. The program will continue to promote good-quality jobs in the federal jurisdiction, with a particular focus on vulnerable workers.

Keep workplaces safe and healthy

To support improved labour standards and occupational health and safety, in 2018–19 the Labour Program will continue to enhance labour and safety standards in federally regulated workplaces by implementing new compliance and enforcement measures, including an Administrative Monetary Penalty system to better protect vulnerable workers against those who violate the Canada Labour Code.

Addressing harassment and sexual violence in the workplace

The Labour Program will continue supporting the passage of Bill C-65 that includes the necessary legislative amendments to the Canada Labour Code to protect federally regulated employees, including those working on Parliament Hill, from incidents of harassment and violence in the workplace through enhanced prevention, response and support measures. Updates to Part XX of the Canada Occupational Health and Safety Regulations will bring the new regime laid out under Bill C-65 into force. As part of its efforts, and with support from Budget 2018, the

Labour Program will launch an awareness campaign to challenge misconceptions and stereotypes and will begin the development of educational materials and training tools. In addition, an outreach hub will be established to help employees better understand their options and support employers in putting in place policies and processes. This is expected to have a greater benefit for women in federally regulated workplaces, including those in senior management roles. A GBA+ analysis suggests that women are more than three times as likely as men to have experienced sexual harassment at work. There is also evidence that women in senior management roles experience higher levels of bullying from supervisors, colleagues and subordinates as compared to their male peers.

It is anticipated that these initiatives will also benefit several demographic groups with elevated risks for violent victimization, including the LGBTQ2 community, Indigenous people, persons with disabilities (especially those with mental or learning disabilities) and workers living in Canadian territories.

Enhancing safety standards

In 2018–19, the Labour Program will implement changes to safety standards regarding grain and flour dust and regarding safety materials, equipment, devices and clothing.

Budget 2018 also includes amendments to the Canada Labour Code to provide five days of paid leave to workers in the federally regulated jurisdiction who are victims of family violence or the parent of a child who is the victim of family violence. The Labour Program will implement this initiative to build on the job-protected leave for survivors of violence noted above.

Ensure fair and inclusive work conditions

Modernize federal labour standards

The Labour Program will continue its work to update Part III of the Canada Labour Code to ensure that it provides a robust and modern set of federal labour standards that reflects the changing nature of work and sets the stage for good-quality jobs in the federally regulated private sector.

Budget 2018 proposes legislative amendments to increase the maximum payment under the **Wage Earner Protection Program** from four to seven weeks of earnings to help workers during challenging times. Changes will also be made to make eligibility for the Program more equitable for workers who are owed wages, vacation, severance or termination pay when their employer files for bankruptcy or enters receivership.

Enhancing flexibility in the workplace

In 2018–19, the Labour Program will continue to implement amendments to the Canada Labour Code that received Royal Assent in December 2017 through the Budget Implementation Act, 2017, No. 2, that will help employees in the federally regulated private sector balance the demands they face at work and outside of work. The changes to the Code:

- give employees the right to request flexible work arrangements from their employers;
- create new unpaid leaves for family responsibilities;
- ensure the right to participate in traditional Indigenous practices;
- ensure employees can seek care if they are victims of family violence; and
- enhance bereavement leave for employees.

In 2018–19, the regulations needed to implement these changes will be developed and education and outreach activities will be conducted to ensure that employees, employers and others are aware of the new provisions and their related roles and responsibilities.

The changes to the Code are expected to help approximately 904,000 employees in the federally regulated private sector, or 6 percent of the Canadian labour force. They will also positively impact employees by providing them with more flexibility to achieve work-life balance. Research shows that work-life imbalance more negatively and differentially impacts vulnerable groups including female, immigrant and visible minority, Indigenous, older and disabled workers. A GBA+ analysis reveals that female employees, who comprise approximately 39 percent of the workforce, would particularly benefit. Studies show that women are more likely to provide family care and at least four times more likely to be victims of spousal violence than men. The new leave for victims of domestic violence will help employees financially, while allowing them to maintain their employment and help them stay in the workforce.

Limiting unpaid internships

The Labour Program will develop regulations required to implement the 2017–18 amendments to the **Canada Labour Code** that eliminate unpaid internships in the federally regulated private sector that are not part of a formal educational program. The amendment also ensures that unpaid interns receive appropriate federal labour standards such as maximum hours of work, weekly days of rest and general holidays.

The Labour Program will also carry out education and outreach activities with employers, students, interns, secondary and post-secondary institutions and others to promote awareness about the new limits on unpaid internships.

The recent changes to the Code will ensure that interns are treated fairly and are protected from exploitation in the federally regulated private sector.

Develop a modern fair wages policy

In 2018–19, the Department will continue to collaborate with Public Services and Procurement Canada, with support from the Treasury Board Secretariat of Canada, on the development of a modern fair wages policy.

Support closing the gender wage gap through pay equity and improved wage transparency

The Labour Program will continue to collaborate with the Treasury Board Secretariat and Status of Women Canada to develop a proactive pay equity regime, as outlined in Budget 2018, for federally regulated workplaces and introduce the applicable legislation enabling this regime no later than 2018.

The proposed new legislation is anticipated to have positive impacts on working-age women (as well as men) employed in female-predominant occupations in federal jurisdiction workplaces, including women at the lower end of the wage spectrum and women from marginalized groups such as immigrant women and Indigenous women. Statistics Canada and GBA+ data shows that female-dominated occupations tend to be compensated at lower wage rates than male-dominated occupations—even when they involve the same level of skill, effort, responsibility and working conditions.

In 2018–19, the Labour Program will work on the Budget 2018 initiative to host a symposium on women and the workplace in spring 2019. Recognizing that barriers to women's labour market participation can be complex, the symposium will bring together leaders in the private and public sectors to discuss and share best practices.

In addition, the Labour Program will work towards making the necessary amendments to the Employment Equity Regulations to make pay gaps in federally regulated workplaces more transparent.

Improve workplace conditions by fostering respect for international labour standards

The Labour Program will continue to negotiate international labour standards that reflect Canadian values and interests, and lead Canada's involvement in multilateral forums such as the International Labour Organization and the Inter-American Conference of Ministers of Labour. The Program will also promote fundamental labour rights internationally through the negotiation and implementation of labour provisions of free trade agreements and other frameworks, and provide technical and capacity building assistance to partner countries.

Promote cooperative labour relations

To support positive workplace relations, the Labour Program will increase proactive activities with unions and employers to facilitate collective bargaining. For example, it will offer joint training workshops and help manage productive discussions between the bargaining parties.

Provide high-quality, timely and efficient services to clients

The Labour Program will further improve its service delivery by leveraging technology and by using tools that focus on the evolving needs of Canadian workers and employers. In 2018–19, the Labour Program will work with workers' compensation boards, the Treasury Board Secretariat and employers to modernize the delivery of compensation benefits for federal employees injured in the course of their work. In addition, the Labour Program will proactively engage with unions and employers to provide healthy labour relations and effective conciliation and mediation services.

Planned results						
Departmental Results	Departmental Result Indicators	Target	Date to achieve target	Actual results		
				2014–15	2015–16	2016–17
Workplaces are safe and healthy	Number of health and safety violations identified under the Canada Labour Code (Part II) per 1,000 federally regulated employees	Average number of violations per 1,000 federally regulated employees Target: 9*[1]	March 2021	6.8	6.3	7.6
Work conditions are fair and inclusive	Percentage of Legislated Employment Equity Program employers whose representation equals or surpasses Canadian labour market availability for 2+ designated groups or who demonstrated progress towards representation since the previous reporting period	65%	September 1, 2018 (annual)	Not available**	Not available**	63%
	Number of labour standard violations identified under the Canada Labour Code (Part III) per 1,000 federally regulated employees	Average over three years per 1,000 federally regulated employees Target: 5***	March 2018	3.8	3.6	3.7
	Percentage of activities or instruments undertaken to strengthen respect for international labour standards that met expected outcomes	90%	March 2019	Not available****	Not available****	Not available****
Labour relations are cooperative	Percentage of labour disputes settled under the Canada Labour Code (Part I) without work stoppages where parties were assisted by Labour Program officers	95%	March 31, 2019	95%	94%	97%
Clients receive high-quality, timely and efficient services that meet their needs (Working Conditions and Workplace Relations)	Number of service standard targets for Working Conditions and Workplace Relations program priority services, as defined by the Government of Canada's Policy on Service, that are being met	4 out of 4[13]	March 31, 2019	Not available*****	Not available*****	Not available*****
	Percentage of occupational health and safety cases each fiscal year that are finalized within 120 days (excluding prosecutions, appeals and technical surveys)	70%	March 2021	Not available*****	Not available*****	Not available*****
	Percentage of unjust dismissal complaints that are finalized within 180 days	75%	Ongoing	75.48%	76.27%	68.60%

Planned results						
Departmental Results	Departmental Result Indicators	Target	Date to achieve target	Actual results		
				2014–15	2015–16	2016–17
	Percentage of conciliators assigned under the Canada Labour Code within 15 calendar days of receiving requests that are compliant with Canada Industrial Relations Regulations	96%	March 31, 2019	100%	100%	100%
	Percentage of initial Wage Earner Protection Program payments and non-payment notifications issued within 35 calendar days******	80%	April 2018	Not available	Not available	98.9%

[1]Changes to how complaints of harassment and sexual violence in the workplace are handled are expected to come into force by December 2019. These changes are expected to encourage greater reporting of incidents in the workplace, which are currently known to be under-reported. The first full year, 2020–21, will be the new baseline year, and the first opportunity to report on the annual indicator will be March 2021.

**2016–17 was the baseline year for this indicator. As a result, historical results are not available.

***As a result of changes to legislation, particularly related to Compliance and Enforcement, this indicator will fluctuate and most likely increase over the short term as the Program improves its service delivery and is able to reach a larger number of employers.

****2018–19 will be the baseline year for this indicator. As a result, historical results are not available.

*****2017–18 was the baseline year for this indicator. As a result, historical results are not available.

******As the indicator was modified in 2016–17 by changing the service standard from 42 days to 35 days, results are not available for previous years. The present service standard of answering 80% of applications within 35 days was determined in 2016 as a result of the previous service standard being greatly exceeded in recent years.

Financial Resources

Financial resources (dollars)*				
	Main Estimates	Planned spending		
	2018–19	2018–19	2019–20	2020–21
Planned Gross Spending	292,192,487	292,192,487	290,064,404	289,603,465
Planned Spending in Specified Purpose Accounts	0	0	0	0
Planned Revenues netted against expenditures	125,235,000	125,235,000	125,235,000	125,235,000
Planned Net Spending	166,957,487	166,957,487	164,829,404	164,368,465

*Refer to ESDC's Financial Framework on page 61 for a complete description of the departmental financial profile, including an explanation of gross planned spending.

Human Resources

Human resources (planned full-time equivalents)		
2018–19	2019–20	2020–21
673	656	654

Financial, human resources and performance information for ESDC's Program Inventory is available in the GC InfoBase.[14]

5. Information Delivery and Services for Other Departments

Description

Provide information to the public on the programs of the Government of Canada and the Department, and provide services on behalf of other government departments.

Planning Highlights

ESDC supports Government of Canada programs by providing Canadians with the tools to access services, while supporting migration to preferred service channels. Canadians are able to obtain information on Government of Canada programs and services, beyond those managed by ESDC, through channels such as 1 800 O-Canada and its other general enquiries telephone services, through the Internet via Canada.ca and through a network of in-person points of service.

The Department aims to achieve the following results under this core responsibility:

1) provide clients with high-quality, timely and accurate government information and services that meet their needs; and

2) increase Canadians' access to an error-free passport within Canada in a timely manner.

Provide high-quality, timely and accurate government information and services

In 2018–19, ESDC will improve online access and the quality of Government of Canada programs and services by:

- providing ongoing operational support to departments that have migrated their content and websites to Canada.ca;
- ensuring that the 1 800 O-Canada telephone general enquiries program continues to strive for accessibility and accuracy of information and keeps delivering high-quality services to millions of Canadians on various customized information services;
- improving access to in-person service by innovating delivery through outreach and technology;
- helping Indigenous people access the full range of federal social benefits by conducting outreach activities in Indigenous communities and piloting outreach in urban settings;

- strengthening the partnership with the Government of the Northwest Territories, by providing more in-person services to individuals in three communities in the Northwest Territories; and
- conducting a Client Experience Measurement Survey to provide performance data and broad diagnostic insights with a view to improve programs and services delivered to Canadians.

Highlighting work in the regions to improve quality, timeliness and accuracy of ESDC services

In 2018–19:

- The Western Canada and Territories Region will implement the Remote Services Expansion and Remote Strategy that provides outreach services for Government of Canada services to remote and vulnerable northern communities.
- In 2018–19, the Quebec Region will expand its video chat service, which allows interested citizens to receive immediate assistance from a Citizen Services Officer that is located in another Service Canada Centre through the use of a webcam, telephone and communication software. The video chat service is now a national project that is currently expanding in other regions.
- The Ontario Region's Toronto North York Service Canada Centre Flagship will support incorporation of inclusivity-by-design principles into in-person service delivery for both Service Canada and Passport Services.
- The Atlantic Region will develop and implement a mobile outreach plan for newcomers to Canada to more effectively meet their needs.

Canadians obtain error-free passports

In 2018–19, ESDC will continue working with Immigration, Refugees and Citizenship Canada on modernizing the **Passport Program** to increase access to services and to strengthen integrity and security of the program to improve efficiency.

Planned results						
Departmental Results	Departmental Result Indicators	Target	Date to achieve target	Actual Results		
				2014–15	2015–16	2016–17
Clients receive high-quality, timely and accurate government information and services that meet their needs	1 800 O-Canada information completeness, relevancy and accuracy assessment	85%	March 31, 2019	91.9%	90.7%	92.4%
	Percentage of clients served in person who received assistance within 25 minutes	80%	March 31, 2019	83.5%	83.8%	80.6%
	Percentage of program services that meet their service standard targets	80%[15]	March 31, 2019	100%	80%	100%
Canadians can obtain an error-free passport within Canada in a timely manner	Percentage of service standards met for the processing of passport requests by Canadians living in Canada	90%	March 31, 2019	99.7%	99.8%	99.6%

Financial Resources

Financial resources (dollars)*				
	Main Estimates	Planned spending		
	2018–19	2018–19	2019–20	2020–21
Planned Gross Spending	250,235,842	250,235,842	55,932,238	55,591,874
Planned Spending in Specified Purpose Accounts	0	0	0	0
Planned Revenues Netted Against Expenditures	179,860,543	179,860,543	6,902,210	6,565,343
Planned Net Spending	**70,375,299**	**70,375,299**	**49,030,028**	**49,026,531**

*Refer to ESDC's Financial Framework on page 61 for a complete description of the departmental financial profile, including an explanation of gross planned spending. Note that resources for passport services were approved for 2018–19. As the resources are sun-setting, the Department will seek authorities from Treasury Board for the delivery of passport services for 2019–20 and future years.

Human resources (planned full-time equivalents)		
2018–19	2019–20	2020–21
2,738	338	338
Full-time equivalents for passport services were approved for 2018–19. The Department will seek authorities from Treasury Board for the delivery of passport services for 2019–20 and future years.		

Financial, human resources and performance information for ESDC's Program Inventory is available in the GC InfoBase.[16]

Internal Services

Description

Internal Services are those groups of related activities and resources that the federal government considers to be services in support of programs and/or required to meet corporate obligations of an organization. Internal Services refers to the activities and resources of the 10 distinct service categories that support program delivery in the organization, regardless of the Internal Services delivery model in a department. The 10 service categories are: Management and Oversight Services; Communications Services; Legal Services; Human Resources Management Services; Financial Management Services; Information Management Services; Information Technology Services; Real Property Services; Materiel Services; and Acquisition Services.

Planning Highlights

Information technology and information management

ESDC is developing and implementing a modern IT infrastructure that enables digital services; enables effective, efficient and timely availability of information; and ensures a secure technology environment. This will be delivered through initiatives to update and modernize the desktop computing environment, upgrade older server operating systems through the Application Portfolio Management initiative, as well as through establishing an Enterprise Architecture program to deliver on IT-enabled business transformation; and by supporting ESDC in delivering on Benefits Delivery Modernization of the Service Transformation Plan commitments to be delivered in the longer-term.

The Department will produce an Information Management Strategy and Roadmap, which over the next three to five years will transform the way ESDC manages its information at all levels of the organization by bringing three distinct yet related changes to ESDC: changes in thinking and culture (for example, "Open by Design[17]"), changes in information handling and changes in technology (GCdocs).

The Data Strategy

ESDC is collaborating department-wide to implement its first Data Strategy. The Strategy will put in place the infrastructure, tools, skills and processes needed to leverage data and analytics across the policy and service continuum. Secure access and use of quality data will provide value by strengthening ESDC's safeguards that protect the personal information entrusted to us by Canadians while improving the quality of the data used as evidence in decision making and policy development, and modernizing how data is used to provide better service delivery to Canadians in social programs such as Employment Insurance, the Canada Pension Plan and Old Age Security benefits. Specifically, ESDC will continue:

- improving data access by working with Statistics Canada and academic research networks to implement an ESDC-Statistics Canada Data Sharing Roadmap that will support socio-economic research;
- sharing data openly with the public through Open Government and Open Data initiatives that encourage the use of data to improve policy, program and service delivery design through more innovative and demand-driven data sharing approaches such as hackathons and co-development activities; and
- implementing successful data governance (e.g. rules, roles and responsibilities) and analytics (e.g. machine learning, Artificial Intelligence) projects and pursuing new ones that demonstrate good citizen and departmental value.

Open and transparent government

ESDC is collaborating on the government-wide priority of revitalizing the Access to Information Act and Privacy Act reform. In 2016, the Government of Canada announced its intent to revitalize the Access to Information Act in a two-phased approach; first through targeted legislative changes to improve the Access to Information Act, followed by a full review of the Act by no later than 2018, and every five years thereafter. ESDC's efforts in 2018–19 will focus on implementation readiness to ensure compliance with the Access to Information Act amendments. ESDC will also participate in the full review of the Act. The Department will also support open and transparent government by continuing to explore Open Information/Open Government opportunities and initiatives.

In 2018–19, ESDC will continue to participate in the Department of Justice's activities in support of Privacy Act reform.

Departmental management excellence and accountability

ESDC will continue to improve and refine the Department's integrated planning process (including research planning), examine how to make better use of the departmental strategic framework, and streamline the planning and performance processes. In addition, ESDC will strengthen current investment/project management tools and procedures to ensure the integrity of the portfolio and provide value-for-money of services the Department provides Canadians.

Human resource management: Improving our workforce

In 2018–19, ESDC will continue its implementation of the 2015–2020 Workforce Strategy and 2018–19 Action Plan. In year four of implementation, ESDC will focus on:

- supporting ESDC's transformation agenda;
- implementing the 2015–2020 Corporate Learning Strategy;
- leadership development initiatives;
- critical actions from the Mental Health Framework;
- harassment and discrimination awareness and prevention; and
- recruitment and staffing with a focus on Indigenous workforce strategies.

Safe working environment for employees

ESDC is committed to integrity and security. The implementation of a new 2018–21 (three year) Departmental Security Plan will enhance and strengthen its security culture and program to provide a safe and secure work environment for its employees and for Canadians who access its services. The Departmental Security Plan also effectively ensures that sensitive information and valuable assets entrusted to us by Canadians are protected and safeguarded.

Financial Resources

Financial resources (dollars)*				
	Main Estimates	Planned spending		
	2018–19	2018–19	2019–20	2020–21
Planned Gross Spending	824,994,686	824,994,686	796,672,871	792,405,618
Planned Spending in Specified Purpose Accounts	0	0	0	0
Planned Revenues netted against expenditures	576,863,193	576,863,193	548,830,095	546,815,342
Planned Net Spending	**248,131,493**	**248,131,493**	**247,842,776**	**245,590,276**

*Refer to ESDC's Financial Framework on page 61 for a complete description of the departmental financial profile, including an explanation of gross planned spending.

Human Resources

Human resources (planned full-time equivalents)		
2018–19	2019–20	2020–21
4,416	4,268	4,238

Financial, human resources and performance information for ESDC's Program Inventory is available in the GC InfoBase.[18]

Spending and Human Resources

Planned Spending

Planned Expenditures

Financial Resources

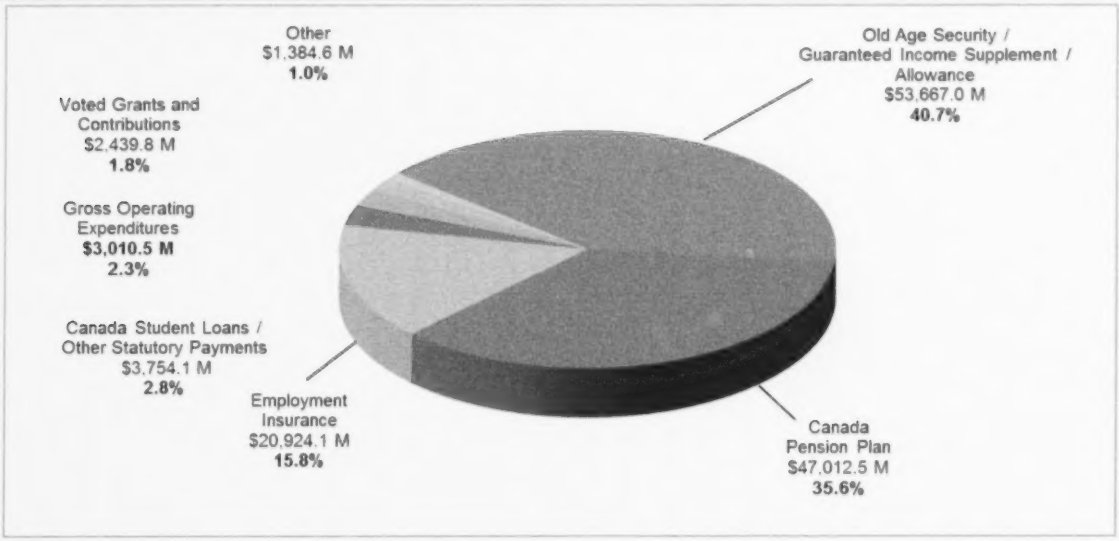
Financial resources (dollars)*				
	Main Estimates	Planned spending		
	2018–19	2018–19	2019–20	2020–21
Planned Gross Spending	68,852,702,143	132,192,657,884	138,363,247,896	144,448,902,303
Planned Spending in Specified Purpose Accounts	0	69,339,955,741	72,856,994,936	76,460,452,004
Planned Revenues netted against expenditures	1,927,232,359	1,927,232,359	1,654,330,920	1,639,748,363
Planned Net Spending	**60,925,469,784**	**60,925,469,784**	**63,851,922,040**	**66,348,701,936**

*Refer to ESDC's Financial Framework on page 61 for a complete description of the departmental financial profile, including an explanation of gross planned spending.

Departmental Spending Trend

For 2018–19, the Department has gross planned expenditures on programs and services of $132.2 billion. Of that amount, $125.4 billion directly benefit Canadians through statutory transfer payment programs such as Employment Insurance, the Canada Pension Plan, Old Age Security and the Canada Loans and Grants and Canada Apprentice Loans Program.

CONSOLIDATED TOTAL: $132,192.6 M



EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA - GROSS EXPENDITURES

($ millions)		
Budgetary		
Net Operating Costs		**1,083.3**
Add Recoveries in relation to:		
Canada Pension Plan	331.2	
Employment Insurance Operating Account	1,272.4	
Workers' Compensation	124.7	
Passport Services	192.0	
Other	6.9	1,927.2
Gross Operating Costs		**3,010.5**
Voted Grants and Contributions		**2,439.8**
Total Gross Expenditures		**5,450.3**
Other – Workers' Compensation and EI/CPP Charges and Recoveries		**1,384.6**

STATUTORY TRANSFER PAYMENTS

($ millions)		
Grants and Contributions:		
Old Age Security		**40,854.8**
Guaranteed Income Supplement		**12,262.0**
Allowance		**550.2**
Other Statutory Payments:		
Canada Student Loans and Grants and Canada Apprentice Loans Program	1,934.4	
Canada Education Savings Grant	912.0	
Canada Disability Savings Program	668.7	
Canada Learning Bond	159.0	
Wage Earner Protection Program	49.3	
Universal Child Care Benefit	12.0	**3,735.4**
Sub-Total		**57,402.4**
Canada Pension Plan Benefits		**47,012.5**
Employment Insurance Benefits		
Part I	18,585.0	
Part II	2,339.1	**20,924.1**
Other Specified Purpose Accounts		**18.7** [1]
Total Statutory Transfer Payments		**125,357.7**

[1] This amount includes payments related to Government Annuities Account and the Civil Service Insurance Fund.

2018–19 Planned Gross Spending Summary (dollars)

2018–19 Planned Gross Spending Summary (dollars)*				
Core Responsibilities and Internal Services	2018–19			
	Planned Gross Spending	Planned gross spending in specified purpose accounts	Planned revenues netted against expenditures	Planned net spending
Core Responsibility 1: Social Development	718,598,615	0	0	718,598,615
Core Responsibility 2: Pensions and Benefits	101,826,497,339	47,012,533,751	240,864,504	54,573,099,084
Core Responsibility 3: Learning, Skills Development and Employment	26,895,560,973	20,942,844,048	804,409,119	5,148,307,806
Core Responsibility 4: Working Conditions and Workplace Relations	292,192,487	0	125,235,000	166,957,487
Core Responsibility 5: Information Delivery and Services for Other Departments	250,235,842	0	179,860,543	70,375,299
Subtotal	**129,983,085,256**	**67,955,377,799**	**1,350,369,166**	**60,677,338,291**
Internal Services	824,994,686	0	576,863,193	248,131,493
Other Costs**	1,384,577,942	1,384,577,942	0	-
Total	**132,192,657,884**	**69,339,955,741**	**1,927,232,359**	**60,925,469,784**

*Refer to ESDC's Financial Framework on page 61 for a complete description of the departmental financial profile, including an explanation of gross planned spending.

**Other costs include administrative costs of other government departments charged to the Employment Insurance Operating Account and the Canada Pension Plan. They also include Employment Insurance doubtful accounts and recoveries from other government departments.

ESDC's Financial Framework

ESDC has a complex financial structure, with various funding mechanisms used to deliver its mandate. The Department is financed by four main sources of funds:

1. appropriated funds from the Consolidated Revenue Fund;
2. the Employment Insurance Operating Account;
3. the Canada Pension Plan; and
4. Crown corporations and other government departments.

Planned expenditures related to the Employment Insurance Operating and Canada Pension Plan accounts and planned expenditures that are recovered from Crown corporations and other government departments for the delivery of programs and services on their behalf are excluded from ESDC's Main and Supplementary Estimates and net planned spending because they are not voted by Parliament.

Employment Insurance and Canada Pension Plan benefits and related administrative costs are charged against revenues earmarked in separate specified purpose accounts. The Employment Insurance program provides financial support and other assistance to eligible workers and is entirely financed by contributions from employees and employers. The Canada Pension Plan is an income security plan which is funded by the contributions of employees, employers and self-employed persons and by the revenue earned on Plan investments. It provides partial income protection in the case of the retirement, disability or death of a contributor to virtually all employed and self-employed persons in Canada, excluding Quebec which operates its own comprehensive pension plan, the Quebec Pension Plan. Administrative costs incurred by ESDC in the delivery of programs related to Employment Insurance and the Canada Pension Plan are charged to their respective specified purpose accounts and reported as revenues netted against expenditures under ESDC.

In addition, departmental costs related to the delivery of programs and services on behalf of other government departments, which are mainly for passport services and the administration of the Government Employee Compensation Act, are also reported as revenues netted against ESDC's expenditures.

These items are included in ESDC's gross planned spending to provide readers with the full cost to government of ESDC's programs and services and present a complete picture of the resources managed by ESDC to deliver its mandate, even if these expenditures are ultimately recorded under separate legal entities.

The sources of funds, including specified purpose accounts, for each of ESDC's core responsibilities are as follows:

Core Responsibility 1: Social Development

- Consolidated Revenue Fund

Core Responsibility 2: Pensions and Benefits

- Consolidated Revenue Fund
- Canada Pension Plan (in gross planned spending only, for Canada Pension Plan benefits and related administrative costs)

Core Responsibility 3: Learning, Skills Development and Employment

- Consolidated Revenue Fund
- Employment Insurance Operating Account (in gross planned spending only, for Employment Insurance benefits and related administrative costs)

Core Responsibility 4: Working Conditions and Workplace Relations

- Consolidated Revenue Fund
- Crown corporations and other departments (in gross planned spending only, for the administration of the Government Employee Compensation Act)

Core Responsibility 5: Information Delivery and Services for Other Departments

- Consolidated Revenue Fund
- other departments (in gross planned spending only, mainly for passport services)

Internal Services

- Consolidated Revenue Fund
- Canada Pension Plan (in gross planned spending only; for Canada Pension Plan administrative costs)
- Employment Insurance Operating Account (in gross planned spending only, for Employment Insurance administrative costs)
- other departments (in gross planned spending only, mainly for passport services)

Financial Highlights

The overall gross increase in spending of $12.3 billion from 2018–19 to 2020–21 can mainly be explained by increases to Canada Pension Plan benefits, Old Age Security payments and Employment Insurance benefits.

Planned Canada Pension Plan benefits are at $52.6 billion in 2020–21, an increase of $5.6 billion from the 2018–19 planned spending of $47.0 billion. Old Age Security benefits, including the Guaranteed Income Supplement and Allowances, are expected to reach $60.1 billion in 2020–21, which represents an increase of $6.4 billion from the 2018–19 planned spending of $53.7 billion. Annual increases are associated with a higher number of beneficiaries due to the aging population and planned increases in the average monthly benefits.

Employment Insurance benefits fluctuate every year mainly due to changes in the average unemployment rate. Employment Insurance benefits are expected to reach $22.3 billion in 2020–21, representing an increase of $1.4 billion from the 2018–19 planned expenditures of $20.9 billion. More specifically, Employment Insurance benefits are expected to increase by $0.3 billion (1.7 percent) from the 2017–18 forecasted spending to the 2018–19 planned spending due to an expected increase in special benefits reflecting the changes announced in Budget 2017. Expenditures on regular benefits are relatively stable, reflecting continued labour market strength.

Those increases are offset by a decrease of $1.2 billion in voted grants and contributions mainly explained by the sun-setting of funding for Early Learning and Child Care, the Workforce Development Agreements and the Homelessness Partnering Strategy.

Planning Summary for Core Responsibilities and Internal Services (Gross)

Planning summary for Core Responsibilities and Internal Services – Gross (dollars)*							
Core Responsibilities and Internal Services	Expenditures		Forecast spending	Main Estimates	Planned spending		
	2015–16**	2016–17**	2017–18**	2018–19	2018–19	2019–20	2020–21
Core Responsibility 1: Social Development	8,961,100,867	2,239,757,375	717,288,775	718,598,615	718,598,615	536,141,594	121,167,835
Core Responsibility 2: Pensions and Benefits	87,042,524,292	91,631,984,510	96,696,171,534	54,813,963,588	101,826,497,339	107,603,951,388	113,841,526,167
Core Responsibility 3: Learning, Skills Development and Employment	24,284,295,030	26,317,816,518	26,796,821,132	5,952,716,925	26,895,560,973	27,482,886,346	27,747,144,106
Core Responsibility 4: Working Conditions and Workplace Relations	251,871,310	253,469,223	288,197,556	292,192,487	292,192,487	290,064,404	289,603,465
Core Responsibility 5: Information Delivery and Services for Other Departments	189,006,088	185,087,756	267,401,146	250,235,842	250,235,842	55,932,238	55,591,874
Subtotal	**120,728,797,587**	**120,628,115,382**	**124,765,880,143**	**62,027,707,457**	**129,983,085,256**	**135,968,975,970**	**142,055,033,447**
Internal Services	892,479,726	876,667,337	897,799,591	824,994,686	824,994,686	796,672,871	792,405,618
Other Costs***	1,222,434,781	1,250,037,361	1,391,202,912	0	1,384,577,942	1,597,599,055	1,601,463,238
Revenues netted against expenditures	0	0	0	(1,927,232,359)	0	0	0
Total Gross Planned Spending	**122,843,712,094**	**122,754,820,080**	**127,054,882,646**	**60,925,469,784**	**132,192,657,884**	**138,363,247,896**	**144,448,902,303**

*Refer to ESDC's Financial Framework on page 61 for a complete description of the departmental financial profile, including an explanation of gross planned spending.

**For comparative purposes, 2015–16 and 2016–17 actual expenditures and 2017–18 forecasts have been restated according to the new Departmental Results Framework approved for 2018–19.

***Other costs included administrative costs of other government departments charged to the Employment Insurance Operation Account and the Canada Pension Plan. They also include Employment Insurance doubtful accounts and recoveries from other government departments.

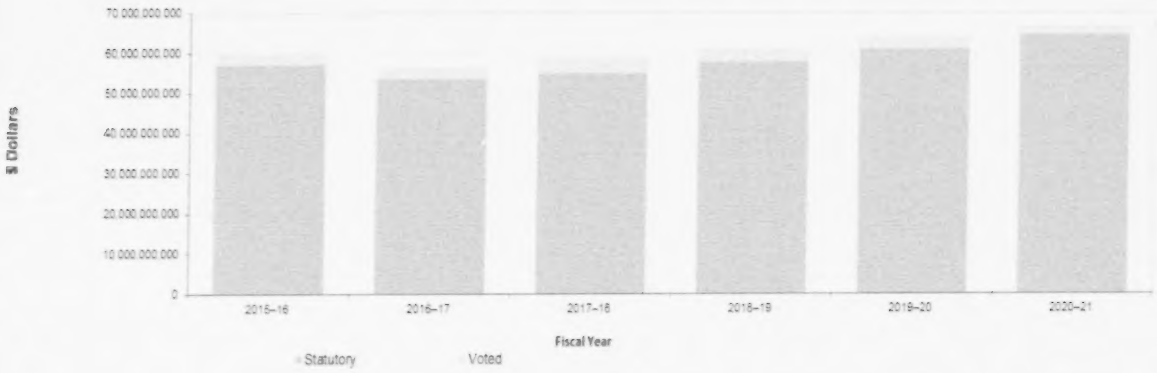
2018–19 Planned Net Spending Summary (dollars)

Planning summary for Core Responsibilities and Internal Services – Net (dollars)*							
Core Responsibilities and Internal Services	Expenditures		Forecast spending	Main Estimates	Planned spending		
	2015–16*	2016–17*	2017–18*	2018–19	2018–19	2019–20	2020–21
Core Responsibility 1: Social Development	8,961,100,867	2,239,757,375	717,288,775	718,598,615	718,598,615	536,141,594	121,167,835
Core Responsibility 2: Pensions and Benefits	46,108,407,990	48,917,558,758	51,898,071,217	54,573,099,084	54,573,099,084	57,676,983,968	60,098,005,165
Core Responsibility 3: Learning, Skills Development and Employment	4,076,678,057	4,689,694,911	5,351,258,732	5,148,307,806	5,148,307,806	5,177,094,270	4,670,543,664
Core Responsibility 4: Working Conditions and Workplace Relations	123,719,176	127,697,824	162,297,556	166,957,487	166,957,487	164,829,404	164,368,465
Core Responsibility 5: Information Delivery and Services for Other Departments	66,701,552	68,508,229	83,011,096	70,375,299	70,375,299	49,030,028	49,026,531
Subtotal	**59,336,607,642**	**56,043,217,097**	**58,211,927,376**	**60,677,338,291**	**60,677,338,291**	**63,604,079,264**	**66,103,111,660**
Internal Services	261,420,378	295,748,607	273,383,107	248,131,493	248,131,493	247,842,776	245,590,276
Total Net Planned Spending**	**59,598,028,020**	**56,338,965,704**	**58,485,310,483**	**60,925,469,784**	**60,925,469,784**	**63,851,922,040**	**66,348,701,936**

*For comparative purposes, 2015–16 and 2016–17 actual expenditures and 2017–18 forecasts have been restated according to the new Departmental Results Framework approved for 2018–19.

**Refer to ESDC's Financial Framework on page 61 for a complete description of the departmental financial profile.

Departmental Spending Trend



Departmental Spending Trend: Employment and Social and Development Total Consolidated Expenditures (in dollars)						
	Actual Spending		Forecast spending	Planned spending		
	2015–16	2016–17	2017–18	2018–19	2019–20	2020–21
Statutory	57,237,532,414	53,599,988,764	55,085,146,818	57,808,926,247	60,954,150,115	64,480,077,878
Voted*	2,360,495,606	2,738,976,940	3,400,163,665	3,116,543,537	2,897,771,925	1,868,624,058
Total	**59,598,028,020**	**56,338,965,704**	**58,485,310,483**	**60,925,469,784**	**63,851,922,040**	**66,348,701,936**
*Voted expenditures include debt write-offs in 2015–16, 2016–17 and 2017–18.						

Planned human resources

Human resources planning summary for Core Responsibilities and Internal Services (full-time equivalents)						
Core Responsibilities and Internal Services	Actual		Forecast	Planned		
	2015–16	2016–17	2017–18	2018–19	2019–20	2020–21
Core Responsibility 1: Social Development	289	309	366	386	252	241
Core Responsibility 2: Pensions and Benefits	4,381	4,801	5,075	5,019	3,875	3,506
Core Responsibility 3: Learning, Skills Development and Employment	9,376	10,046	10,506	8,955	8,687	8,649
Core Responsibility 4: Working Conditions and Workplace Relations	645	647	653	673	656	654
Core Responsibility 5: Information Delivery and Services for Other Departments	2,376	2,179	2,656	2,738	338	338
Subtotal	**17,067**	**17,982**	**19,256**	**17,771**	**13,808**	**13,388**
Internal Services	3,943	3,843	4,328	4,416	4,268	4,238
Total	**21,010**	**21,825**	**23,584**	**22,187**	**18,076**	**17,626**

The overall decrease of 4,561 full-time equivalents (FTEs) from 2018–19 to 2020–21 is mostly explained by the following items:

- Under Social Development, the sun-setting of the Homelessness Partnering Strategy funding in 2018–19 mainly explained the reduction of 145 FTEs from 2018–19 to 2020–21. It is to be noted that since operating requirements for the Strategy were financed within existing resources, 115 FTEs were actually returned to Internal Services.
- FTEs under Pensions and Benefits are decreasing by 1,513 FTEs from 2018–19 to 2020–21 mainly due to a reduction in resources to address Old Age Security and the Canada Pension Plan workload issues and the Service Improvement Strategies.
- The reduction of 306 FTEs under Learning, Skills Development and Employment is mainly related to the sun-setting of resources for Employment Insurance initiatives announced in Budgets 2016 and 2017, the Youth Employment Strategy and the Temporary Foreign Worker Program.

- The decrease of 19 FTEs under Working Conditions and Workplace Relations is the result of temporary resources that were hired to address the labour standards complaints backlog.
- FTEs under Information Delivery and Services for Other Departments show a decrease of 2,400 FTEs between 2018–19 and 2020–21 as FTEs for the delivery of passport services were approved for 2018–19 only and authorities will be sought from Treasury Board for 2019–20 and future years.
- Under Internal Services, the decrease of 178 FTEs is mainly explained by the sun-setting of resources for Old Age Security and Canada Pension Plan workload and Service Improvement Strategies and passport delivery services.

Estimates by vote

For information on ESDC's organizational appropriations, consult the 2018–19 Main Estimates.[19]

Future-Oriented Condensed Statement of Operations

The Consolidated Future-Oriented Condensed Statement of Operations provides a general overview of ESDC's operations. The forecast of financial information on expenses and revenues is prepared on an accrual accounting basis to strengthen accountability and to improve transparency and financial management.

Because the Consolidated Future-Oriented Condensed Statement of Operations is prepared on an accrual accounting basis, and the forecast and planned spending amounts presented in other sections of the Departmental Plan are prepared on an expenditure basis, amounts may differ.

The Consolidated Future-Oriented Condensed Statement of Operations includes the transactions of the Employment Insurance Operating Account, a consolidated specified purpose account which includes revenues credited and expenses charged under the Employment Insurance Act. The accounts of the Employment Insurance Operating Account have been consolidated with those of ESDC and all inter-organizational balances and transactions have been eliminated. However, the Canada Pension Plan is excluded from ESDC's reporting entity because changes to Canada Pension Plan require the agreement of two thirds of participating provinces and it is therefore not controlled by the Government.

A more detailed Consolidated Future-Oriented Condensed Statement of Operations and associated notes, including a reconciliation of the net cost of operations to the requested authorities, are available on ESDC's website[20].

Consolidated Future-Oriented Condensed Statement of Operations for the year ending March 31, 2019 (dollars)			
Financial Information	2017–18 Forecast Results	2018–19 Planned Results	Difference (2018–19 Planned Results minus 2017–18 Forecast Results)
Total expenses	81,436,569,013	84,297,079,658	2,860,510,645
Total revenues	22,086,746,642	22,899,949,918	813,203,276
Net cost of operations	**59,349,822,371**	**61,397,129,740**	**2,047,307,369**

The increase of $2,047.3 million in the 2018–19 planned results of the net cost of operations, when compared to the 2017–18 forecast results, is due to the following:

For expenses, the increase of $2,860.0 million is mainly attributable to:

- An increase of $2,656.0 million in Pensions and Benefits expenses mainly due to the projected increase in the eligible population of Old Age Security and Guaranteed Income Supplement benefits and an increase related to the Guaranteed Income Supplement Top-Up brought in from Budget 2016.
- An increase of $331.8 million in Learning, Skills Development and Employment expenses mainly due to enhancements to Employment Insurance maternity, parental and caregiver benefits that came into effect in December 2017.

For revenues, the increase of $813.2 million is mainly attributable to:

- An increase of $842.7 million in Employment Insurance revenues mainly due to the increase in the premium rate (1.63 in 2017 and 1.66 in 2018) and the projected increase in the total insurable earnings resulting from the expected growth in employment and in the maximum insurable earnings.

Supplementary information

Corporate information

Organizational profile

Appropriate minister(s):

- The Honourable Jean-Yves Duclos
- The Honourable Patty Hajdu
- The Honourable Kirsty Duncan

Institutional head:

- Louise Levonian, Deputy Minister of Employment and Social Development

Ministerial portfolio:

- Minister of Families, Children and Social Development
- Minister of Employment, Workforce Development and Labour
- Minister of Sport and Persons with Disabilities

Enabling instrument(s):

- Department of Employment and Social Development Act (S.C. 2005, c. 34);[21] additional information on acts and regulations can be found on the Employment and Social Development Canada website.[22]

Year of incorporation/commencement:

- 2005

How the regions work to carry out ESDC's mandate:

Service Canada regions support key government commitments and respond to the unique service delivery needs of citizens in the areas they serve.

Regional offices operate an extensive network of:

- Service Canada Centres and outreach locations throughout the country;
- specialized call centres; and
- processing centres.

As of March 31, 2017, through our service delivery network, Canadians were able to access our services at 590 in-person points across the country (320 Service Canada Centres, 238 scheduled outreach sites and 32 stand-alone Passport offices).

Points of Service as of March 31, 2017

Total Regional Network

• 320 Service Canada Centres (includes 2 co-located Sites)
• 238 Scheduled Outreach Sites
• 32 Stand-Alone Passport Offices
590 In-Person Sites

Western Canada and Territories Region
• 97 Service Canada Centres
• 116 Scheduled Outreach Sites
• 10 Passport Offices (1 co-located)
223 In-Person Sites

Ontario Region
• 91 Service Canada Centres
• 76 Scheduled Outreach Sites
• 13 Passport Offices
180 In-Person Sites

Quebec Region
• 75 Service Canada Centres
• 19 Scheduled Outreach Sites
• 6 Passport Offices (1 co-located)
100 In-Person Sites

Atlantic Region
• 57 Service Canada Centres
• 27 Scheduled Outreach Sites
• 3 Passport Offices
87 In-Person Sites

Quality assurance and compliance services, business expertise and management services for most of the Department's programs are also managed through our regional offices. To achieve excellence and efficiency in the delivery of services, the regions work with local communities, other levels of government, Members of Parliament and external stakeholders.

Although the main focus of our regional service delivery network is the day-to-day operations of serving Canadians, the regions are uniquely placed to pursue collaboration with local partners and other levels of government.

Raison d'être, mandate and role

"Raison d'être, mandate and role: Who we are and what we do" is available on ESDC's website[23].

Operating context and key risks

Information on operating context and key risks is available on ESDC's website[24].

Reporting framework

ESDC's Departmental Results Framework and Program Inventory of record for 2018–19 are shown below:

Departmental Results Framework

Core Responsibility 1: Social Development		**Core Responsibility 2:** Pensions and Benefits	
Description: Increase inclusion and opportunities for participation of Canadians in their communities.		**Description:** Assist Canadians in maintaining income for retirement, and provide financial benefits to survivors, people with disabilities and their families.	
Departmental Result: Homelessness in Canada is prevented and reduced	**Indicator:** • Reduction in the estimated number of shelter users who are episodically or chronically homeless	**Departmental Result:** Seniors have income support for retirement	**Indicators:** • Percentage of seniors receiving the Old Age Security pension in relation to the total number of eligible seniors • Percentage of seniors receiving the Guaranteed Income Supplement in relation to the total number of eligible seniors • Percentage of Canada Pension Plan contributors aged 70+ receiving retirement benefits • Percentage of seniors living in low income
Departmental Result: Not-for-profit organizations, communities and other groups have an enhanced capacity to address a range of social issues such as the social inclusion of people with disabilities, the engagement of seniors and support for children and families	**Indicator:** • For every dollar invested through the Social Development Partnerships Program, amount leveraged/invested by non-federal partners		

Internal Services

Departmental Result: Community spaces and workplaces are more accessible	**Indicator:** • Number of community spaces and workplaces that are more accessible due to Enabling Accessibility Fund funding	**Departmental Result:** People with disabilities and their families have financial support	**Indicators:** • Percentage of Canada Pension Plan contributors who have contributory eligibility for Canada Pension Plan disability benefits and therefore have access to financial support in the event of a severe and prolonged disability • Percentage of Canadians eligible for the Disability Tax Credit who have a Registered Disability Savings Plan to encourage private savings • Percentage of Canadians with disabilities eligible for a Registered Disability Savings Program that have received a grant and/or a bond to assist them and their families to save for their long-term financial security
Departmental Result: Access to early learning and child care is increased	**Indicators:** • Number of children in regulated child care spaces and/or early learning programs • Number of children receiving subsidies or other financial supports		
Departmental Result: Clients receive high-quality, timely and efficient services that meet their needs	**Indicator:** • Service standard target for Social Development program priority service, as defined by the Government of Canada's Policy on Service, was met	**Departmental Result:** Clients receive high-quality, timely and efficient services that meet their needs	**Indicators:** • Number of service standard targets for Pensions and Benefits program priority services, as defined by the Government of Canada's Policy on Service, that are being met • Percentage of Canada Pension Plan retirement benefits paid within the first month of entitlement • Percentage of decisions on applications for a Canada Pension Plan disability benefit within 120 calendar days • Percentage of Old Age Security basic benefits paid within the first month of entitlement
Program Inventory	**Programs:** • Homelessness Partnering Strategy • Social Development Partnerships Program • New Horizons for Seniors Program • Enabling Accessibility Fund • Early Learning and Child Care • Federal Income Support for Parents of Murdered or Missing Children	**Programs:** • Old Age Security • Canada Disability Savings Program • Canada Pension Plan	

Departmental Results Framework

Core Responsibility 3: Learning, Skills Development and Employment

Description: Help Canadians access post-secondary education, obtain the skills and training needed to participate in a changing labour market and provide supports to those who are temporarily unemployed.

Departmental Result:	Indicators:
Canadians access education, training and life-long learning supports to gain the skills and work experience they need	• Number of Canadians receiving training and/or employment supports • Employment or returns to school following training/supports • Percentage of Canadians aged 18 to 24 that are enrolled in university or college • Percentage change in Canadians aged 25 to 64 enrolled in university or college
Departmental Result:	**Indicators:**
Canadians participate in an inclusive and efficient labour market	• Employment rate for Canadians • Employment rate for Indigenous people off reserve • Employment rate for Indigenous people on reserve • Employment rate for recent immigrants • Employment rate for persons with disabilities • Employment rate for youth • Employment rate for women • Employment rate for older Canadians • Employment rate for lone parents • Unemployment-to-job vacancies (ratio)
Departmental Result:	**Indicators:**
Canadians receive financial support during employment transitions such as job loss, illness or maternity/parental leave	• Percentage of eligible unemployed workers supported by Employment Insurance • Percentage of Employment Insurance claimants finding employment before the end of their benefit entitlement
Departmental Result:	**Indicators:**
More students from low- and middle-income families access and participate in post-secondary education	• Proportion of low- and middle-income Canadian young adults participating in post-secondary education • Number of beneficiaries with a Registered Education Savings Plan withdrawal that have ever received an additional amount of Canada Education Savings Grant and/or Canada Learning Bond, which assist low- and middle-income families to save for their child's education. • Percentage of full-time students (aged 15-29) who used federal student financial assistance to help finance their participation in post-secondary education
Departmental Result:	**Indicators:**
Clients receive high-quality, timely and efficient services that meet their needs	• Number of service standard targets for Learning, Skills Development and Employment program priority services, as defined by the Government of Canada's Policy on Service, that are being met • Percentage of Employment Insurance benefit payments or non-benefit notifications issued within 28 days of filing • Percentage of Social Insurance Numbers applied for through the Newborn Registration Service issued within 10 business days.

Internal Services

Program Inventory

Programs:

- Employment Insurance
- Labour Market Development Agreements
- Workforce Development Agreements
- Opportunities Fund for Persons with Disabilities
- Job Bank
- Youth Employment Strategy
- Skills and Partnership Fund
- Literacy and Essential Skills
- Aboriginal Skills and Employment Training Strategy
- Student Work-Integrated Learning Program
- Union Training and Innovation
- Sectoral Initiatives Program
- Temporary Foreign Worker Program
- Foreign Credential Recognition Program
- Enabling Fund for Official Languages Minority Communities
- Canada Student Loans and Grants and Canada Apprentice Loans Program
- Canada Education Savings Program
- Apprenticeship Grants
- Skilled Trades and Apprenticeship (Red Seal Program)
- Canada Service Corps (formerly Youth Service Initiative)

Departmental Results Framework

Core Responsibility 4: Working Conditions and Workplace Relations

Description: Promotes safe, healthy, fair and inclusive work conditions and cooperative workplace relations.

Departmental Result: Workplaces are safe and healthy	**Indicator:** • Number of health and safety violations identified under the Canada Labour Code (Part II) per 1,000 federally regulated employees
Departmental Result: Work conditions are fair and inclusive	**Indicators:** • Percentage of Legislated Employment Equity Program employers whose representation equals or surpasses Canadian labour market availability for 2+ designated groups or who demonstrated progress towards representation since the previous reporting period • Number of labour standard violations identified under the Canada Labour Code (Part III) per 1,000 federally regulated employees • Percentage of activities or instruments undertaken to strengthen respect for international labour standards that met expected outcomes
Departmental Result: Labour relations are cooperative	**Indicator:** • Percentage of labour disputes settled under the Canada Labour Code (Part I) without work stoppages, where parties were assisted by Labour Program officers
Departmental Result: Clients receive high-quality, timely and efficient services that meet their needs	**Indicators:** • Number of service standard targets for Working Conditions and Workplace Relations program priority services, as defined by the Government of Canada's Policy on Service, that are being met • Percentage of occupational health and safety cases each fiscal year that are finalized within 120 days (excluding prosecutions, appeals and technical surveys) • Percentage of unjust dismissal complaints that are finalized within 180 days • Percentage of conciliators assigned under the Canada Labour Code within 15 calendar days of receiving requests that are compliant with Canada Industrial Relations Regulations • Percentage of initial Wage Earner Protection Program payments and non-payment notifications issued within 35 calendar days

Program Inventory

Programs:

- Labour Relations
- Federal Workers' Compensation
- Occupational Health and Safety
- Workplace Equity
- Labour Standards
- Wage Earner Protection Program
- International Labour Affairs

Core Responsibility 5: Information Delivery and Services for Other Departments

Description: Provide information to the public on the programs of the Government of Canada and the Department, and provide services on behalf of other government departments.

Departmental Result: Clients receive high-quality, timely and accurate government information and services that meet their needs	**Indicators:** • 1 800 O-Canada information completeness, relevancy and accuracy assessment • Percentage of clients served in person who received assistance within 25 minutes • Percentage of program services that meet their service standard targets
Departmental Result: Canadians can obtain an error-free passport within Canada in a timely manner	**Indicator:** • Percentage of service standards met for the processing of passport requests by Canadians living in Canada

Programs:

- Government of Canada Telephone General Enquiries Services
- Government of Canada Internet Presence
- In-Person Points of Service
- Passport
- Other Government Department Programs

Internal Services

Concordance between Departmental Results Framework and Program Inventory, 2018–19, and Strategic Outcomes and Program Alignment Architecture, 2017–18		
2018–19 Departmental Results Framework and Program Inventory of record	2017–18 Strategic Outcomes and Program Alignment Architecture of record	Percentage of PAA program (dollars) corresponding to new program in the Program Inventory
Core Responsibility 1: Social Development	**Strategic Outcome 4:** Income security, access to opportunities and well-being for individuals, families and communities	
	Program 4.2: Social Development	
Homelessness Partnering Strategy	4.2.1 Homelessness Partnering Strategy	100%
Social Development Partnerships Program	4.2.2 Social Development and Partnerships	100%
	4.2.2.1 Children and Families	100%
	4.2.2.2 Disability	100%
New Horizons for Seniors Program	4.2.3 New Horizons for Seniors Program	100%
Early Learning and Child Care	New program	Not applicable
Enabling Accessibility Fund	4.2.5 Enabling Accessibility Fund	100%
Federal Income Support for Murdered or Missing Children	4.2.6 Federal Income Support for Parents of Murdered or Missing Children	100%
Not applicable	4.2.4 Universal Child Care Benefit The Universal Child Care Benefit has been eliminated; this element remains to capture residual payments associated with the deleted program.	Not applicable
Core Responsibility 2: Pensions and Benefits	**Strategic Outcome 4:** Income security, access to opportunities and well-being for individuals, families and communities	
	4.1 Program: Income Security	
Old Age Security	4.1.1 Old Age Security	100%
Canada Pension Plan	4.1.2 Canada Pension Plan	100%
	4.1.3 Canada Pension Plan Disability Benefits	100%
Canada Disability and Savings Program	4.1.4 Canada Disability Savings Program	100%
Not applicable	4.1.5 National Child Benefit The National Child Benefit will be eliminated for 2018–19	Not applicable
Core Responsibility 3: Learning, Skills Development and Employment	**Strategic Outcome:** A skilled, adaptable and inclusive labour force and an efficient labour market	
	Program 2.1 Skills and Employment	
Employment Insurance	2.1.1 Employment Insurance	100%
Labour Market Development Agreements	2.1.2 Labour Market Development Agreements	100%
	2.1.3 Canada Job Fund Agreements	100%
Workforce Development Agreements	2.1.4 Labour Market Agreements for Persons with Disabilities	100%
	2.1.7 Targeted Initiative for Older Workers	100%
Opportunities Fund for Persons with Disabilities	2.1.5 Opportunities Fund for Persons with Disabilities	100%
Youth Employment Strategy	2.1.6 Youth Employment Strategy	100%
Enabling Fund for Official Language Minority Communities	2.1.8 Enabling Fund for Official Language Minority Communities	100%
Aboriginal Skills and Employment Training Strategy	2.1.9 Aboriginal Skills and Employment Training Strategy	100%

Skills and Partnership Fund	2.1.10 Skills and Partnership Fund	100%
Job Bank	2.1.12 Job Bank	100%
Sectoral Initiatives Program	2.1.13 Sectoral Initiatives Program	100%
Literacy and Essential Skills	2.1.14 Literacy and Essential Skills	100%
Skilled Trades and Apprenticeship (Red Seal Program)	2.1.15 Skilled Trades and Apprenticeship (Red Seal Program)	100%
Apprenticeship Grants	2.1.16 Apprenticeship Grants	100%
Foreign Credential Recognition Program	2.1.17 Foreign Credential Recognition Program	100%
Temporary Foreign Worker Program	2.1.18 Temporary Foreign Worker Program	100%
Student Work-Integrated Learning Program	2.1.19 Student Work-Integrated Learning Program	100%
Not applicable	2.1.11 First Nations Job Fund Deleted. Program funds sun-setted March 31, 2017.	Not applicable
	Program 2: Learning	
Canada Student Loans and Grants and Canada Apprentice Loans Program	2.2.1 Canada Student Loans and Grants and Canada Apprentice Loans Program	**99.9%***
Canada Education Savings Program	2.2.2 Canada Education Savings Program	100%
Union Training and Innovation	New program	Not applicable
Canada Service Corps (formerly Youth Service Initiative)	New program	Not applicable
Core Responsibility 4: Working Conditions and Workplace Relations	**Strategic Outcome 3:** Safe, healthy, fair and inclusive work environments and cooperative workplace relations	
	Program 3.1: Labour	
Labour Relations	3.1.1 Labour Relations	100%
Not applicable	3.1.2 Workplace Health and Safety	100%
Occupational Health and Safety	3.1.2.1 Occupational Health and Safety	100%
Federal Workers' Compensation	3.1.2.2 Federal Workers' Compensation	100%
Not applicable	3.1.3 Labour Standards and Equity	100%
Labour Standards	3.1.3.1 Labour Standards	100%
Workplace Equity	3.1.3.2 Workplace Equity	100%
Wage Earner Protection Program	3.1.3.3 Wage Earner Protection Program	100%
International Labour Affairs	3.1.4 International Labour Affairs	100%
Core Responsibility 5: Information Delivery and Services for Other Departments	**Strategic Outcome 1:** Government-wide service excellence	
	Program 1.1: Service Network Supporting Government Departments	
Government of Canada Telephone General Enquiries Services	1.1.1 Government of Canada Telephone General Enquiries Services	100%
Government of Canada Internet Presence	1.1.2 Government of Canada Internet Presence	100%
In-Person Points of Service	1.1.3 In-Person Points of Service	100%
	Program 1.2: Delivery of Services for Other Government of Canada Programs	
Passport	1.2.1 Passport	100%
Other Government Department Programs	1.2.2 Other Government Department Programs	100%
Internal Services	**Internal Services**	

Supporting information on lower-level programs

Supporting information on planned expenditures, human resources and results related to ESDC's Program Inventory is available in the GC InfoBase.[25]

Supplementary information tables

The following supplementary information tables are available on ESDC's website.

- Departmental Sustainable Development Strategy[26]
- Details on transfer payment programs of $5 million or more[27]
- Disclosure of transfer payment programs under $5 million[28]
- Gender-based analysis plus[29]
- Horizontal initiatives[30]
- Upcoming evaluations over the next five fiscal years[31]
- Upcoming internal audits for the coming fiscal year[32]

Federal tax expenditures

The tax system can be used to achieve public policy objectives through the application of special measures such as low tax rates, exemptions, deductions, deferrals and credits. The Department of Finance publishes cost estimates and projections for these measures each year in the Report on Federal Tax Expenditures.[33] This report also provides detailed background information on tax expenditures, including descriptions, objectives, historical information and references to related federal spending programs. The tax measures presented in this report are the responsibility of the Minister of Finance.

Organizational contact information

Head Office

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Gatineau, Quebec K1A 0J9
Canada

Telephone: 1-800-622-6232
Toll-free: 1-800-622-6232

Website: **www.canada.ca/en/employment-social-development.html**

Email: NC-SPR-PSR-CPMD-DPMG-GD@hrsdc-rhdcc.gc.ca

Appendix: Definitions

appropriation (credit)

Any authority of Parliament to pay money out of the Consolidated Revenue Fund.

budgetary expenditures (dépenses budgétaires)

Operating and capital expenditures; transfer payments to other levels of government, organizations or individuals; and payments to Crown corporations.

Core Responsibility (responsabilité essentielle)

An enduring function or role performed by a department. The intentions of the department with respect to a Core Responsibility are reflected in one or more related Departmental Results that the department seeks to contribute to or influence.

Departmental Plan (plan ministériel)

A report on the plans and expected performance of appropriated departments over a three-year period. Departmental Plans are tabled in Parliament each spring.

Departmental Result (résultat ministériel)

Any change or changes that the department seeks to influence. A Departmental Result is often outside departments' immediate control, but it should be influenced by Program-level outcomes.

Departmental Result Indicator (indicateur de résultat ministériel)

A factor or variable that provides a valid and reliable means to measure or describe progress on a Departmental Result.

Departmental Results Framework (cadre ministériel des résultats)

The department's Core Responsibilities, Departmental Results and Departmental Result Indicators.

Departmental Results Report (rapport sur les résultats ministériels)

A report on the actual accomplishments against the plans, priorities and expected results set out in the corresponding Departmental Plan.

experimentation (expérimentation)

Activities that seek to explore, test and compare the effects and impacts of policies, interventions and approaches, to inform evidence-based decision-making, by learning what works and what does not.

full-time equivalent (équivalent temps plein)

A measure of the extent to which an employee represents a full person-year charge against a departmental budget. Full-time equivalents are calculated as a ratio of assigned hours of work to scheduled hours of work. Scheduled hours of work are set out in collective agreements.

gender-based analysis plus (GBA+) (analyse comparative entre les sexes plus [ACS+])

An analytical process used to help identify the potential impacts of policies, Programs and services on diverse groups of women, men and gender-diverse people. The "plus" acknowledges that GBA goes beyond sex and gender differences to consider multiple identity factors that intersect to make people who they are (such as race, ethnicity, religion, age, and mental or physical disability).

government-wide priorities (priorités pangouvernementales)

For the purpose of the 2018–19 Departmental Plan, government-wide priorities refers to those high-level themes outlining the Government's agenda in the 2015 Speech from the Throne, namely: Growth for the Middle Class; Open and Transparent Government; A Clean Environment and a Strong Economy; Diversity is Canada's Strength; and Security and Opportunity.

horizontal initiative (initiative horizontale)

An initiative in which two or more federal organizations, through an approved funding agreement, work toward achieving clearly defined shared outcomes, and which has been designated (by Cabinet, a central agency, etc.) as a horizontal initiative for managing and reporting purposes.

non-budgetary expenditures (dépenses non budgétaires)

Net outlays and receipts related to loans, investments and advances, which change the composition of the financial assets of the Government of Canada.

performance (rendement)

What an organization did with its resources to achieve its results, how well those results compare to what the organization intended to achieve and how well lessons learned have been identified.

performance indicator (indicateur de rendement)

A qualitative or quantitative means of measuring an output or outcome, with the intention of gauging the performance of an organization, program, policy or initiative respecting expected results.

performance reporting (production de rapports sur le rendement)
The process of communicating evidence-based performance information. Performance reporting supports decision making, accountability and transparency.

planned spending (dépenses prévues)
For Departmental Plans and Departmental Results Reports, planned spending refers to those amounts presented in the Main Estimates.

A department is expected to be aware of the authorities that it has sought and received. The determination of planned spending is a departmental responsibility, and departments must be able to defend the expenditure and accrual numbers presented in their Departmental Plans and Departmental Results Reports.

plan (plan)
The articulation of strategic choices, which provides information on how an organization intends to achieve its priorities and associated results. Generally a plan will explain the logic behind the strategies chosen and tend to focus on actions that lead up to the expected result.

priority (priorité)
A plan or project that an organization has chosen to focus and report on during the planning period. Priorities represent the things that are most important or what must be done first to support the achievement of the desired Departmental Results.

Program (programme)
Individual or groups of services, activities or combinations thereof that are managed together within the department and focus on a specific set of outputs, outcomes or service levels.

Program Alignment Architecture (architecture d'alignement des programmes)[5]
A structured inventory of an organization's programs depicting the hierarchical relationship between programs and the Strategic Outcome(s) to which they contribute.

result (résultat)
An external consequence attributed, in part, to an organization, policy, program or initiative. Results are not within the control of a single organization, policy, program or initiative; instead they are within the area of the organization's influence.

5. Under the Policy on Results, the Program Alignment Architecture has been replaced by the Program Inventory.

statutory expenditures (dépenses législatives)

Expenditures that Parliament has approved through legislation other than appropriation acts. The legislation sets out the purpose of the expenditures and the terms and conditions under which they may be made.

Strategic Outcome (résultat stratégique)

A long-term and enduring benefit to Canadians that is linked to the organization's mandate, vision and core functions.

sunset program (programme temporisé)

A time-limited program that does not have an ongoing funding and policy authority. When the program is set to expire, a decision must be made whether to continue the program. In the case of a renewal, the decision specifies the scope, funding level and duration.

target (cible)

A measurable performance or success level that an organization, program or initiative plans to achieve within a specified time period. Targets can be either quantitative or qualitative.

voted expenditures (dépenses votées)

Expenditures that Parliament approves annually through an Appropriation Act. The Vote wording becomes the governing conditions under which these expenditures may be made.

Endnotes

1. The Minister's mandate letter, http://pm.gc.ca/eng/mandate-letters

2. https://www.cmhc-schl.gc.ca/en/hoficlincl/observer/observer_228.cfm

3. Ontario (June 2016) – Final Report and Recommendations of the Gender Wage Gap Strategy Steering Committee, Prepared for Minister of Labour, Minister Responsible for Women's Issues, https://files.ontario.ca/7198_mol_gwg_finalreport_eng_wa_08f_v2_1.pdf

4. The indicator combines results for both grants-first instalment and contributions-claim payments for social development programs.

5. GC InfoBase, https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#start

6. The list of service standards linked to services related to this core responsibility and posted on Canada.ca are listed below and will form the denominator of the above calculation: The result for each service standard will also be reported along with the target:

    1. Canada Pension Plan retirement benefits are paid within the first month of entitlement (90% of the time)
    2. Canada Pension Plan payments are accurate (95% of the time)
    3. Canada Pension Plan calls are answered by an agent within 10 minutes (80% of the time)
    4. Make a decision on applications for a Canada Pension Plan disability benefit within 120 calendar days of receiving a complete application (80% of the time)
    5. A decision for Canada Pension Plan disability benefit applicants with a terminal illness is made within five business days of receiving a complete terminal illness application (95% of the time)
    6. A decision for Canada Pension Plan disability benefit applicants with a grave condition is made within 30 calendar days of receiving a complete application (80% of the time)
    7. A decision on a Canada Pension Plan disability benefit reconsideration request is made within 120 calendar days of receiving the reconsideration request (80% of the time)
    8. Old Age Security basic benefits are paid within the first month of entitlement (90% of the time)
    9. Old Age Security/Guaranteed Income Supplement/Allowance and Allowance for Survivor payments are accurate (95% of the time)
    10. Old Age Security calls are answered by an agent within 10 minutes (80% of the time)

7. GC InfoBase, https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#start

8. Statistics Canada, "Gender differences in science, technology, engineering, mathematics and computer science (STEM) programs at university," http://www.statcan.gc.ca/pub/75-006-x/2013001/article/11874-eng.htm

9. GC InfoBase, https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#start

10. Unconscious bias refers to the attitudes or stereotypes that affect our understanding, actions and decisions in an unconscious manner. Activated involuntarily, without awareness or intentional control, unconscious bias can be either positive or negative, and everyone is susceptible. (Kirwan Institute, 2016)

11. The service standards linked to services related to this core responsibility and posted on Canada.ca are listed below and will form the denominator of the above calculation; The result for each service standard will also be reported along with the target:

    1. Employment Insurance benefit payments or non-benefit notifications are issued within 28 days of filing (80% of the time)
    2. Employment Insurance payments are accurate (95% of the time)
    3. Employment Insurance calls are answered by an agent within 10 minutes (80% of the time)
    4. Employment Insurance request for reconsideration decisions are finalized within 30 days of the request being received (70% of the time)
    5. Issue Social Insurance Number in one in-person visit (based on complete applications with all supporting documentation) (90% of the time)
    6. Issue Social Insurance Numbers for clients that apply by mail (from inside or outside of Canada) within 20 business days of Service Canada receiving the application (based on complete applications with all supporting documentation) (target currently being determined)
    7. Issue Social Insurance Numbers for clients that apply through the Newborn Registration Service within 10 business days of receiving the information from the province of birth
    8. Validate employer files within five business days (100% of the time)
    9. Post job advertisements on Job Bank within two business days (100% of the time)
    10. Applicants submitting Labour Market Impact Assessment applications for highest-demand occupations (skilled trades), highest-paid occupations (top 10% of wages in a given province or territory) or short-duration work periods (120 days or less) receive their Labour Market Impact Assessments or a reason for its refusal within 10 business days of receipt of the application and all documents required. (80% of the time)
    11. Percentage of required Learning, Skills Development and Employment program payments that met the service standard.
    12. Answer inbound Student Financial Assistance telephone enquiries within 20 seconds (80% of the time).
    13. The Call Blockage rate for inbound Student Financial Assistance telephone enquiries is less than 0.5% (100% of the time)
    14. Responses to written Student Financial Assistance enquiries are sent within 10 working days of receipt (100% of the time)
    15. Responses to Student Financial Assistance email enquiries are sent within two working days of receipt (100% of the time)
    16. Responses to Student Financial Assistance complaints are sent in writing within 10 working days of receipt (100% of the time)
    17. Master Student Financial Assistance Agreements are processed within three working days of receipt of complete and accurate documentation (100% of the time)
    18. Where information on a Master Student Financial Assistance Agreement is incomplete or inaccurate, action to resolve this is taken within two working days (95% of the time)
    19. Where a borrower requests a change in their loan repayment schedule, changes are completed within five working days of receipt of a complete and accurate request in 100% of cases (100% of the time)
    20. Applications to the Repayment Assistance Plan are assessed within three working days of receipt of complete and accurate information (including all supporting documentation) (100% of the time)
    21. Clients are informed of the final outcome of their Repayment Assistance Plan assessment (approved or refused) within two working days of the decision (100% of the time)
    22. Percentage of Canada Education Savings Grant payments made within the 65-day service standard
    23. Percentage of Canada Learning Bond payments made within 65-day service standard

12. GC InfoBase, https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#start

13. The list of service standards linked to services related to this core responsibility are listed below:

    1. Percentage of occupational health and safety cases each fiscal year that are finalized within 120 days (excluding prosecutions, appeals and technical surveys) (70%)
    2. Percentage of unjust dismissal complaints that are finalized within 180 days (75%)
    3. Percentage of conciliators assigned under the Canada Labour Code within 15 calendar days of receiving requests that are compliant with Canada Industrial Relations Regulations (96%)
    4. Percentage of initial Wage Earner Protection Program payments and non-payment notifications issued within 35 calendar days (80%)

14. GC InfoBase, https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#start

15. The service standards linked to services related to this core responsibility and posted on Canada.ca are listed below and will form the denominator of the above calculation; The result for each service standard will also be reported along with the target:

    1. General enquiry calls are answered by a 1 800 O-Canada agent within 18 seconds (80%)
    2. Passport applications made in person at a Service Canada Passport Office are processed within 10 business days (90%)
    3. Passport applications submitted by mail are processed within 20 business days (90%)
    4. In-person passport applications made at a Service Canada passport receiving agent are processed within 20 business days (90%)
    5. The Canada.ca website is accessible 24 hours a day, seven days a week (99.9%)

16. GC InfoBase, https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#start

17. "Open-by-design" is a culture shift that promotes knowledge sharing, collaboration and information discovery by planning up front—even before the information gathering stage—to find ways and opportunities to keep information accessible, open and transparent throughout its life cycle.

18. GC InfoBase, https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#start

19. 2017–18 Main Estimates, https://www.canada.ca/en/treasury-board-secretariat/services/planned-government-spending/government-expenditure-plan-main-estimates.html

20. Consolidated future-oriented statement of operations (unaudited) for the year ending March 31, 2019, www.canada.ca/fr/emploi-developpement-social/ministere/rapports/plan-ministeriel/2018-2019/etat-resultats-consolide.html

21. Department of Employment and Social Development Act, http://laws-lois.justice.gc.ca/eng/acts/H5.7/index.html

22. ESDC acts and regulations, http://www.esdc.gc.ca/en/esdc/acts_regulations/index.page

23. Raison d'etre, mandate and role, www.canada.ca/en/employment-social-development/corporate/reports/departmental-plan/2018-2019/mandate-role-operating-context-risks.html

24. Operating context and key risks, www.canada.ca/en/employment-social-development/corporate/reports/departmental-plan/2018-2019/mandate-role-operating-context-risks.html

25. **GC InfoBase**, https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#start

26. **ESDC Sustainable Development Strategy**, www.canada.ca/en/employment-social-development/corporate/reports/sustainable-development.html

27. **Details on transfer payment programs of $5 million or more**, www.canada.ca/en/employment-social-development/corporate/reports/departmental-plan/2018-2019/transfer-payment-programs-over-5-million.html

28. **Disclosure of transfer payment programs under $5 million**, www.canada.ca/en/employment-social-development/corporate/reports/departmental-plan/2018-2019/transfer-payment-programs-under-5-million.html

29. **Gender-Based Analysis Plus**, www.canada.ca/en/employment-social-development/corporate/reports/departmental-plan/2018-2019/gender-based-analysis.html

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